

Website Terms

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

What's in these terms?

These terms tell you the rules for using our website www.revolut.com (our site).

Who we are and how to contact us?

Our site is operated by Revolut Limited (we or us). We are registered in England and Wales under company number 08804411 and have our registered office at 9th Floor 107 Cheapside, London, United Kingdom, EC2V 6DN.

We are regulated by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. We are included in the FCA's registered of electronic money institution firms (Firm Registration Number 900562) which can be found on the FCA website.

To contact us, please contact customer services using the chat function on our site.

By using our site you accept these terms

By using our site, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms, you must not use our site.

We recommend that you print a copy of these terms for future reference.

There are other terms that may apply to you

These terms of use refer to the following additional terms, which also apply to your use of our site:

- [Our Privacy Policy](#), which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
- [Our Acceptable Use Policy](#), which sets out the permitted uses and prohibited uses of our site. When using our site, you must comply with this Acceptable Use Policy.

- [Our Cookie Policy](#), which sets out information about the cookies on our site.

We may make changes to these terms

We amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

We may make changes to our site

We may update and change our site from time to time to reflect changes to our products, our users' needs and our business priorities. We will try to give you reasonable notice of any major changes.

We may suspend or withdraw our site.

Our site is made available free of charge.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

You must keep your account details safe

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us using the customer chat function on our site.

How you may use material on our site

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

Do not rely on information on this site

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date.

We are not responsible for websites we link to

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.

We have no control over the contents of those sites or resources.

User-generated content is not approved by us

This website may include information and materials uploaded by other users of the site, including to bulletin boards and chat rooms. This information and these materials have not been verified or approved by us. The views expressed by other users on our site do not represent our views or values.

If you wish to complain about information and materials uploaded by other users please contact us on using the customer chat function.

Our responsibility for loss or damage suffered by you

Whether you are a consumer or a business user :

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

Different limitations and exclusions of liability will apply to liability arising as a result of the sale of electronic money and other services we provide to you, which will be set out in our General Terms of Service or Business Terms (as applicable).

If you are a business user:

- we exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it;
- we will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
 - use of, or inability to use, our site; or
 - use of or reliance on any content displayed on our site.
- in particular, we will not be liable for:
 - loss of profits, sales, business, or revenue;
 - business interruption;
 - loss of anticipated savings;
 - loss of business opportunity, goodwill or reputation; or
 - any indirect or consequential loss or damage.

If you are a consumer user:

- please note that we only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity; and
- if defective digital content that we have supplied, damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update offered to you free of charge or for damage that was caused by you failing to correctly follow installation instructions or to have in place the minimum system requirements advised by us.

Uploading content to our site

Whenever you make use of a feature that allows you to upload content to our site, or to make contact with other users of our site, you must comply with the content standards set out in our [Acceptable Use Policy](#).

You warrant that any such contribution does comply with those standards, and you will be liable to us and indemnify us for any breach of that warranty. This means you will be responsible for any loss or damage we suffer as a result of your breach of warranty.

Any content you upload to our site will be considered non-confidential and non-proprietary. You retain all of your ownership rights in your content, but you are required to grant us and other users of our site a limited licence to use, store and copy that content and to distribute and make it available to third parties.

We also have the right to disclose your identity to any third party who is claiming that any content posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy.

We have the right to remove any posting you make on our site if, in our opinion, your post does not comply with the content standards set out in our [Acceptable Use Policy](#).

You are solely responsible for securing and backing up your content.

We are not responsible for viruses and you must not introduce them

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

Rules about linking to our site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our site in any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.

We reserve the right to withdraw linking permission without notice.

The website in which you are linking must comply in all respects with the content standards set out in our Acceptable Use Policy.

If you wish to link to or make any use of content on our site other than that set out above, please contact us using the customer chat function on the website.

Which country's laws apply to any disputes?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts

of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

Our trade marks are registered

REVOLUT is a UK registered trade mark of Revolut Ltd. You are not permitted to use it without our approval, unless they are part of material you are using as permitted under How you may use material on [our site](#).

Acceptable Use Policy

This acceptable use policy sets out the terms between you and us under which you may access our website www.revolut.com (our site). This acceptable use policy applies to all users of, and visitors to, our site.

Your use of our site means that you accept, and agree to abide by, all the policies in this acceptable use policy, which supplement our website terms and conditions.

www.revolut.com is a site operated by Revolut Limited (we or us). We are registered in England and Wales under company number 08804411 and have our registered office at 9th Floor 107 Cheapside, London, United Kingdom, EC2V 6DN.

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Prohibited uses

You may use our site only for lawful purposes. You may not use our site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards which are detailed below.
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of our terms of [website use](#).

- Not to access without authority, interfere with, damage or disrupt:
- any part of our site;
- any equipment or network on which our site is stored;
- any software used in the provision of our site; or
- any equipment or network or software owned or used by any third party.

Interactive services

We may from time to time provide interactive services on our site, including, without limitation: a) chat rooms; b) bulletin boards (interactive services).

Where we do provide any interactive service, we will provide clear information to you about the kind of service offered, if it is moderated and what form of moderation is used (including whether it is human or technical).

We will do our best to assess any possible risks for users (and in particular, for children) from third parties when they use any interactive service provided on our site, and we will decide in each case whether it is appropriate to use moderation of the relevant service (including what kind of moderation to use) in the light of those risks. However, we are under no obligation to oversee, monitor or moderate any interactive service we provide on our site, and we expressly exclude our liability for any loss or damage arising from the use of any interactive service by a user in contravention of our content standards, whether the service is moderated or not.

The use of any of our interactive services by a minor is subject to the consent of their parent or guardian. We advise parents who permit their children to use an interactive service that it is important that they communicate with their children about their safety online, as moderation is not foolproof. Minors who are using any interactive service should be made aware of the potential risks to them.

Where we do moderate an interactive service, we will normally provide you with a means of contacting the moderator, should a concern or difficulty arise.

Content standards

These content standards apply to any and all material which you contribute to our site (contribution(s)), and to any interactive services associated with it.

You must comply with the spirit and the letter of the following standards. The standards apply to each part of any contribution as well as to its whole.

Contributions must:

- Be accurate (where they state facts);
- Be genuinely held (where they state opinions); and,
- Comply with applicable law in the UK and in any country from which they are posted.

Contributions must not:

- Contain any material which is defamatory of any person;
- Contain any material which is obscene, offensive, hateful or inflammatory;
- Promote violence;
- Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age;
- Infringe any copyright, database right or trade mark of any other person;
- Be likely to deceive any person;
- Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence;
- Promote any illegal activity;
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety;
- Be likely to harass, upset, embarrass, alarm or annoy any other person;
- Be used to impersonate any person, or to misrepresent your identity or affiliation with any person;
- Give the impression that they emanate from us, if this is not the case; or,
- Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse.

Suspension and termination

- We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our site. When a breach of this policy has occurred, we may take such action as we deem appropriate.
- Failure to comply with this acceptable use policy constitutes a material breach of the [terms of use](#) upon which you are permitted to use our site, and may result in our taking all or any of the following actions:
 - Immediate, temporary or permanent withdrawal of your right to use our site;
 - Immediate, temporary or permanent removal of any posting or material uploaded by you to our site;
 - Issue of a warning to you;

- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;
- Further legal action against you; and/or,
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.
- We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

Changes to the acceptable use policy

We may revise this acceptable use policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this acceptable use policy may also be superseded by provisions or notices published elsewhere on our site.

General Terms of Service

THESE TERMS AS A FRAMEWORK AGREEMENT

1.1. These Terms constitute a framework agreement which sets out the terms of (a) you and us entering into Revolut Transaction(s); and (b) the use of the Revolut Dashboard and other Revolut Services. Before you can enter into Revolut Transactions and benefit from the Revolut Services with us you are required to:

- A. read these Terms and tick the box confirming the accuracy of the information provided and your agreement with these Terms; and
- B. provide us with such documentation, photographs and information as we may reasonably request to comply with our regulatory obligations.

1.2. These Terms incorporate the Website Terms, the Cookie Policy, the Privacy Policy, the Website Acceptable Use Policy, the Mobile App Terms and any Supplements by this reference. By accepting these Terms, you are deemed to have accepted the terms and conditions of our third party service providers including but not limited to, for the avoidance of doubt, the relevant Revolut Cardholder Terms.

1.3. Once you have completed the above and you have passed our internal checks, we shall make the Revolut Dashboard available to you.

1.4. You confirm that you have provided the correct Information during the process of creating a Revolut Account. You undertake that, if your details change, you will notify us immediately. You shall bear any losses that occur due to the submission of invalid, incorrect or inaccurate Information.

REGULATORY INFORMATION

2.1. These Terms are between you (the “User”, “you” or “your”) and Revolut Ltd. (“Revolut”, “we”, “us” or “our”). Revolut is a company incorporated in England and Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom, EC2V 6DN and head office is at 7 Westferry Circus, The Columbus Building, 4th Floor, London, United Kingdom, E14 4HD. Revolut is the issuer of Electronic Money in your Revolut Electronic Money Account and performs the payment services related to your Revolut Electronic Money Account. Revolut is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic

money. We are included in the FCA's Register of Electronic Money Institution firms (Firm Reference Number 900562) which can be found on the FCA website.

2.2. The Revolut Cards are issued by Revolut Ltd a company incorporated in England and Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom, EC2V 6DN. Revolut Ltd is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. Revolut Ltd (Form Reference Number: 900562) is included in the FCA's Register of Electronic Money Institution firms, which can be found on the FCA website. By agreeing to these Terms, you are deemed to have agreed to the relevant Revolut Cardholder Terms as stipulated by Revolut (acting as Card Issuer).

2.3. If you are a qualified Premium User, you may benefit from Overseas Travel Insurance. The Overseas Travel Insurance is underwritten by White Horse Insurance Ireland dac, which is registered in Ireland (306045) and is regulated as an insurance undertaking by the Central Bank of Ireland. By agreeing to these Terms, you are deemed to have read, understood and agreed to the Key Facts, Statement of Insurance and the Policy Documentation.

2.4. We are also subject to the Payment Services Regulations 2017 (the Regulations) which regulate how payments must be transmitted and provide protection when you send money to an account within the European Economic Area (EEA) and the payment is in Euros, Sterling or another EEA-State currency.

2.5. These Terms are separate and independent from the Revolut Cardholder Terms which govern your use of your Revolut Card.

COMMENCEMENT, TERM AND YOUR REVOLUT ACCOUNT

3.1. These Terms shall commence on the day that Revolut confirm to you via the Mobile App that your Revolut Account has been approved and shall continue until terminated in accordance with Clause 33 (Amendments to these Terms) and/or Clause 36 (Termination).

3.2. Your Revolut Electronic Money Account is an account in which Electronic Money, which Revolut has issued to you in exchange for receiving money from you or on your behalf, is stored. The Electronic Money in your Revolut Electronic Money Account may be used by you to enter into:

- A. Revolut Dashboard Transactions; and
- B. Revolut Card Transactions.

3.3. You may be required to provide supplemental information to us to be able to use all of the functionality available.

3.4. When we hold Electronic Money for you, us holding the funds corresponding to the Electronic Money is not the same as a Bank holding money for you in that: (a) we cannot and will not use the funds to invest or lend to other persons or entities; (b) your Electronic Money will not accrue interest; and (c) your Electronic Money is not covered by the Financial Services Compensation Scheme. The funds corresponding to Electronic Money will be held in one or more segregated bank accounts separately from our own funds, in accordance with the provisions of the Electronic Money Regulations 2011.

3.5. You are able to store multiple currencies in your Revolut Electronic Money Account. These currencies are subject to change from time to time.

3.6. We may stop your access to the Revolut Dashboard and/or the Revolut Card on reasonable grounds relating to:

- A. the security of the Revolut Dashboard or the Revolut Card;
- B. the suspected unauthorised and/or fraudulent use of the Revolut Dashboard or the Revolut Card.

If we do stop your access in such instances, we will inform you via the Mobile App and direct you to our customer services team via the chat function on the Revolut Dashboard.

PREMIUM SERVICES

4.1. If you choose to become a Premium User:

- A. we shall provide you with the Premium Services; and
- B. you shall pay us the Premium Subscription Fees.

You can find more information on fees and the Premium Services in general at <https://revolut.com/faq>.

Payment for Premium Services

4.2 Unless you notify us with appropriate notice before the next due date of your Premium Subscription Fees that you want to cancel your Premium Subscription, we will automatically charge you the then-applicable periodic Premium Subscription Fees using your preferred payment method.

4.3 If your preferred payment method becomes invalid during your subscription period, or if the charge is refused for any other reason outside our control, you authorise us to use any other payment method we have on file in your Revolut Account, in accordance with clause 17 (Your Balance and Negative Balances). If all of your payment methods on file are declined or we are unable to exercise our right of set-off in accordance with Clause 22 (Our Right to Set-Off), you must provide us with a new eligible payment method within 30 days or your Premium Subscription will be cancelled.

Cancellation and refunds

4.4 The Premium Subscription Fees are non-refundable except as expressly set forth in these Terms.

4.5 You may cancel the annual renewal of your Premium Subscription at any time by providing us with one calendar months' notice. Upon such notice, you will be required to contact our customer support team via the chat function on the Revolut Dashboard.

4.6 By signing up for a Premium Subscription, you expressly request for the subscription period of the relevant Premium Services to commence from the moment that your Premium Subscription is confirmed. For the avoidance of doubt, in the event that we offer a one month free trial promotion in relation to the Premium Services, the Cooling-off Period will begin immediately from the moment that we make the Premium Services available to you on the Revolut Dashboard.

4.7 If neither you nor anyone authorised by you to use your account has taken advantage of any Premium Services in the current membership period, we will refund you the Premium membership fee in full. Otherwise you may be eligible for a partial refund of this membership fee based on benefits usage by you or anyone authorised by you to use your account in your current membership period.

4.8 If you cancel the Premium Services anytime outside of your Cooling-Off Period and signed-up to a:

- A. monthly payment plan then your cancellation will serve as notice to pay the £14 Monthly Plan Break Fee if you cancel within the first ten (10) months. If you cancel in month eleven (11) you will pay £6.99 and retain your subscription for the remaining period of your 12-month payment plan. Example: If you started the Monthly Payment Plan on 1st January, you are able to give notice to cancel early and pay the £14 Monthly Plan Break Fee on any day prior to 30th October.
- B. yearly payment plan, subject to clause 4.7, you will still be charged the annual fee in relation to the Premium Services,
- C. in both cases, you will not be entitled to a refund of the cost of your Premium Revolut Card due to our provision of the Premium Services during this time.

Cooling-Off Period

4.9 If you paid for your Premium Subscription at the point of subscribing for the Premium Services you may withdraw within 14 days. If neither you nor anyone authorised by you to use your account has taken advantage of any Premium Services in the current Premium membership period, we will refund your Premium membership fee in full. Otherwise, we will issue you a partial refund based on use of the Premium Services during that time by you or anyone authorised by you to use your account. For the avoidance of doubt, the order and delivery of a Premium Revolut Card will be considered a Premium Service for these purposes.

4.10 To cancel the Premium Services within the Cooling-Off Period, you can adjust your membership settings by contacting our customer support team via the chat function on the Revolut Dashboard. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Acceptance of membership

4.11 We reserve the right to accept or refuse your Premium Subscription, to the extent permitted by applicable law.

4.12 Upon termination of these Terms, Premium Subscription Fees paid to us for the Premium Services shall be apportioned up until the time of termination of the contract and any Premium Subscription Fees paid in advance shall be reimbursed to you proportionally.

THE REVOLUT DASHBOARD

5.1. The Revolut Dashboard is our portal where you can, among other things:

- A. perform Top-Ups via Stored Card, Electronic Money Exchanges, Instant Transfers and Revolut Bank Transfers including recurring transfers (once accepting all charges as displayed on the Revolut Dashboard);
- B. review and accept or decline Instant Transfers;
- C. verify your identity with us;
- D. view your Revolut Transaction History;
- E. view the balance and currency of the Electronic Money you hold in your Revolut Electronic Money Account;
- F. enable or disable your Physical Revolut Card, change the PIN on your Physical Revolut Card and access other security features;
- G. enable and disable location tracking; and
- H. enter the details of your User Bank Account and your Stored Card(s)

5.2. You may access the Revolut Dashboard via the Mobile App.

YOUR REVOLUT CARD

6.1. If you register as a Standard User, once you have been accepted as a Revolut Account holder, we shall allow you to issue your Revolut Card, subject to any issuance charges as set out in Schedule 2 of these Terms.

6.2. If you are or become a Premium User, you may be issued with your choice of Premium Revolut Card, subject to any issuance charges as set out in the Fees and Pricing Section. You may request that we issue you with a spare Premium Revolut Card in which case, we may issue you an additional Premium Revolut Card, subject to any issuance charges as set out in the Fees and Pricing Section.

6.3. Your use of the Revolut Card is subject to the Revolut Cardholder Terms.

6.4. You may activate and de-activate a Physical Revolut Card using the Revolut Mobile App. Failure to disable the Physical Revolut Card upon becoming aware of it being lost or stolen may mean that you lose your right to any compensation for an unauthorised Revolut Transaction.

VERIFICATION OF IDENTITY

7.1. You agree to cooperate with all requests made by us or any of our third party service providers on our behalf in connection with your Revolut Account, to identify or

authenticate your identity or validate your funding sources or Revolut Transactions. This may include, but not limited to, asking you for further information that will allow Revolut to reasonably identify you, including requiring you to take steps to confirm ownership of your phone number or payment instruments or verifying your Information against third party databases or through other sources.

7.2. We reserve the right to close, suspend, or limit access to your Revolut Electronic Money Account and/or the Revolut Services in the event we are unable to obtain, verify such Information or you do not comply with our requests under 7.1 of these Terms.

7.3. We may confidentially verify the information you provide us with or obtain information on you ourselves or through third parties from secure databases. Some of the searches which we or a third party may perform, such as a credit check, may leave a soft footprint on your credit history. This will not affect your credit rating. By entering into these Terms, you confirm that you consent to us or a third party on our behalf carrying out such verifications.

7.4. You must ensure the information on your Revolut Account is always accurate and up to date. If at any time we believe that your information is outdated or inaccurate, we may contact you and request further information or request that you go through the verification process again. Your Revolut Transaction Limit will be adjusted accordingly while we verify your identify. We shall not be liable for any losses arising out of your failure to maintain up to date information.

TOP-UPS TO YOUR REVOLUT ELECTRONIC MONEY ACCOUNT

8.1. In order to Top-Up the Electronic Money in your Revolut Electronic Money Account, you will need to perform a Top-Up via a Stored Card, or via a User Bank Transfer or via a Third Party Bank Transfer or any other method we make available to you from time to time.

8.2. We may, at our reasonable discretion (for example, without limitation, to limit fraud or credit risk), impose limits on the amount of money you can receive through the Revolut Services. In order to lift your receiving limit, you must provide us with any supplemental information we request. If you have a Top-Up limit on your Revolut Electronic Money Account, you may be able to view it by logging onto your Revolut Dashboard and accessing the Profile section.

Top-Ups via Stored Card

8.3. In order to Top-Up via a Stored Card, you will need to add the details of the Stored Card onto your Revolut Dashboard. You may only add details of your Stored Cards to your Revolut Dashboard if you are the named holder of Stored Card. The purchase of Electronic Money via Stored Card will be for the amount and the currency defined by you.

8.4. You have the option of using the automatic Top-Up function. You can set up or cancel this function at any time using the Revolut Dashboard. The automatic Top-Up function allows you to automatically Top-Up your Revolut Electronic Money Account if the balance of your Revolut Electronic Money Account drops below a certain amount, which you set on the Revolut Dashboard. The Top-Up will use the Stored Card you choose, when you enable the automatic Top-Up function. Please make sure that there is enough money for the Top-Up in the account your Stored Card is linked to.

Top-Ups via User Bank Transfer and Third Party Bank Transfer

8.5. You may also fund your Revolut Electronic Money Account by entering into a User Bank Transfer or a Third Party Bank Transfer.

8.6 To perform a User Bank Transfer within the Revolut Dashboard, you will be required to add and verify your bank account (and subject to the terms of the bank mandate used by your bank to set up and maintain the authority), you provide us with a continuous authority to perform the User Bank Transfer and automatically charge your bank account to Top Up your Revolut Electronic Money Account. Only named holders of the bank account can add the details to the Revolut Dashboard.

8.7 By performing a User Bank Transfer within the Revolut Dashboard we will hold the Top Up amount on your Stored Card until your bank has settled the amount.

8.8 If you perform a Top Up via a User Bank Transfer which is activated within the Revolut Dashboard and it is not completed due to insufficient or uncollected funds, you agree to reimburse us for the value of the User Bank Transfer. To reclaim the amount owed to us under this Clause 8.8, we may exercise our right to set-off, pursuant to Clause 22.

8.9 You can, at any time, cancel the bank mandate required to perform a User Bank Transfer within the Revolut Dashboard and withdraw your authorisation under Clause 8.6, by contacting us via the chat function on the Revolut Dashboard or writing to your bank or building society. If you cancel or withdraw your authorisation under this Clause

8.9, we reserve the right to recover any outstanding or pending funds, pursuant to Clause 21.

8.10 Upon our receipt of the amount sent via User Bank Transfer (either performed within or outside of the Revolut Dashboard) or a Third Party Bank Transfer, we will issue the corresponding value of Electronic Money to your Revolut Electronic Money Account. The details of the bank account, belonging to Revolut, to send the money to will be set out on the Revolut Dashboard. Please take care (or ask the third party making a Third Party Bank Transfer to take care) to enter the correct bank account details when performing the User Bank Transfer or Third Party Bank Transfer, to make sure the money reaches us. If we receive your money in a currency other than the currency you indicated to us when we provided you with the bank account details, then we will not be liable for any losses that you incur if our bank performs a currency conversion to change the money received into the currency of our bank account to which the money was sent.

REVOLUT TRANSACTIONS

9.1. The following are “Revolut Dashboard Transactions”:

- A. “Electronic Money Exchange” means using Electronic Money in one currency to purchase Electronic Money in another currency using our Exchange Rates;
- B. “Instant Transfer” – this means us sending Electronic Money into your Revolut Electronic Money Account or from your Revolut Electronic Money Account to the Revolut Electronic Money Account of a different Revolut User; and
- C. “Revolut Bank Transfer” – this means us redeeming Electronic Money in your Revolut Electronic Money Account, with or without an associated Monetary Exchange taking place, and transferring the equivalent amount of money to the Counterparty Bank Account.

9.2. The following are “Revolut Card Transactions”:

- A. “ATM Withdrawal” – this means you using your Physical Revolut Card and Card PIN to obtain cash from an ATM with or without a Monetary Exchange taking place; and
- B. “Revolut Card Purchase” means you using your Revolut Card to purchase goods and/or services from a merchant by entering the details of your Revolut Card and/or your Card PIN.

9.3. Revolut may refuse to enter into a Revolut Transaction with you at any time and for any reason.

9.4. Revolut provides virtual receipts for successful Revolut Transactions, which are accessible on the Revolut Dashboard. In addition to virtual receipts, merchants should provide you with receipts when you enter into a Revolut Card Purchase. Revolut will not and is under no obligation to provide you with a physical receipt or other written confirmation in connection with any Revolut Transaction.

EXCHANGE ELECTRONIC MONEY

10.1. You can exchange Electronic Money in your Revolut Electronic Money Account to Electronic Money in another currency by using the exchange function on the Revolut Dashboard. The currencies of Electronic Money which you are able to purchase and store in your Revolut Electronic Money Account are limited to those set out on the Revolut Dashboard and are subject to change from time to time without us being required to provide you with notice.

10.2. You will be informed, on the Revolut Dashboard, prior to sending your request to enter into the Electronic Money Exchange, of:

- A. the amount of Electronic Money you will use to purchase the amount of Electronic Money in your required currency;
- B. the amount and currency of the Electronic Money you wish to purchase;
- C. the exchange rate of the Electronic Money Exchange.

10.3. In order to submit the request to enter into the Electronic Money Exchange, you will need to confirm the details which have been entered by hitting the exchange button on the relevant part of the Revolut Dashboard. By entering into these Terms, you accept sole responsibility for entering into the Electronic Money Exchange. Revolut will not be responsible for any losses you incur as a result of you using this function.

10.4. The request to enter into an Electronic Money Exchange will be accepted when we confirm to you that the Electronic Money Exchange has been entered into, on the Revolut Dashboard.

10.5. The amount of Electronic Money you can exchange at the interbank rate is limited. Please refer to the Fees and Pricing Section for more information on the interbank rate. It is your responsibility to stay informed of any changes to the limits and fees applied to any exchanges at the interbank rate.

INSTANT TRANSFER

11.1. You are able to send your Electronic Money using the Revolut Dashboard.

11.2. You can make a request to enter into an Instant Transfer by logging onto the Revolut Dashboard and following the on-screen instructions. You will need to enter the Counterparty's details requested on the Revolut Dashboard (the 'unique identifier') in order to request entry into an Instant Transfer. It is your responsibility to make sure that the Counterparty's unique identifier is entered correctly. Any error may result in the Instant Transfer being unsuccessful or delayed. We shall not be liable for any losses you incur from entering an incorrect unique identifier.

11.3. If the Counterparty is already a Revolut User, you will be informed on the Revolut Dashboard, prior to confirming your request to enter into the Instant Transfer, of:

- A. the Counterparty's name;
- B. the amount and currency of Electronic Money you wish to send to the Counterparty; and
- C. the fees for the Instant Transfer (if any).

11.4. In order to submit the request to enter into the Instant Transfer, you will need to confirm the details which have been entered by hitting the button entitled "Send" on the relevant part of the Revolut Dashboard. Once you have provided confirmation (provided the Counterparty is a Revolut User), then at this time we will have been deemed to have received your request to enter into the Instant Transfer.

11.5. If the Counterparty is not a Revolut User, then the request to enter into an Instant Transfer shall be pending for 72 hours (excluding weekends and bank holidays in England). The request to enter into the Instant Transfer will not be deemed as received until the Counterparty is approved as a Revolut User, within the 72 hours (excluding weekends and bank holidays in England) that the Instant Transfer is pending. The Counterparty will receive an SMS with instructions on how to open a Revolut Account. You authorise Revolut to send an SMS to the Counterparty on your behalf. If the Counterparty does not sign-up to Revolut within 72 hours of the SMS being sent to them, then the pending Instant Transfer will be terminated.

11.6. If the Counterparty is not a Revolut User then:

- A. the request to enter into the Instant Transfer will be pending and will not be deemed to have been received by us until the non-Revolut User has been accepted as a Revolut User;
- B. the Instant Transfer should be completed at the latest by the end of the Business Day following the day upon which the Counterparty becomes a Revolut User, provided the Counterparty becomes a Revolut User before the pending Instant Transfer lapses.

11.7. Once your Electronic Money has been sent, you will be able to view the completed Instant Transfer on the Revolut Transaction History part of the Revolut Dashboard.

REVOLUT BANK TRANSFER AND MONETARY EXCHANGE

12.1. You can make a request to enter into a Revolut Bank Transfer by logging onto the Revolut Dashboard and following the on-screen instructions. You will need to enter the Counterparty Bank Account details. It is your responsibility to make sure that the details of the Counterparty and the Counterparty Bank Account (the 'unique identifiers') are entered correctly. Any error in information may result in the Revolut Bank Transfer being unsuccessful or delayed. We shall not be liable for any losses you incur from entering incorrect Counterparty Bank Account details.

12.2. You will be informed on the Revolut Dashboard, prior to confirming your request to enter into the Revolut Bank Transfer, of:

- A. the details of the Counterparty Bank Account;
- B. the amount and currency of money you wish to send to the Counterparty; and
- C. the fees for the Revolut Bank Transfer (if any).

12.3. In order to submit the request to enter into the Revolut Bank Transfer, you will need to confirm the details which have been entered by hitting the 'tick' button on the relevant part of the Revolut Dashboard.

12.4. The request to enter into the Revolut Bank Transfer or a Revolut Bank Transfer via recurring payments shall be deemed to be received at the time at which you provide your confirmation except that where the request to enter into a Revolut Bank Transfer would otherwise be deemed to be received on a day which is not a Business Day or is received after 1.00 pm, London time on a Business Day, we have the right to treat the request to enter into the Revolut Bank Transfer as having been received on the next Business Day.

12.5. Where the Payment is denominated in:

- A. Euro or Sterling, we shall ensure that the amount of the Revolut Bank Transfer is credited to the Counterparty's payment service provider's account by the end of the Business Day following that on which your request to enter into the Revolut Bank Transfer was deemed to have been received;
- B. a currency other than Euro or Sterling but the account of the Counterparty's payment service provider is located within the European Economic Area ('EEA'), we shall ensure that the amount of the Revolut Bank Transfer is credited to that account by the end of the fourth Business Day following that on which request to enter into the Revolut Bank Transfer was deemed to have been received; and
- C. a currency other than Euro or Sterling and the account of the Counterparty's payment service provider is located outside the EEA, we shall endeavour to ensure that we action the Revolut Bank Transfer as soon as is reasonably practicable.

12.6. If the currency of the Counterparty Bank Account (in accordance with the information provided by you on the Revolut Dashboard) is different to the currency of the Electronic Money you are using to enter into the Revolut Bank Transfer, then as part of the Revolut Bank Transfer we shall perform a Monetary Exchange to the appropriate currency prior to sending the money to the Counterparty Bank Account. In this event, you will be informed of the Exchange Rate for the Monetary Exchange prior to confirming the Revolut Bank Transfer.

12.7. You may revoke your request to enter into the Revolut Bank Transfer at any time prior to the of the end of the Business Day prior to the date upon which the Revolut Bank Transfer is due to take place.

12.8. You may revoke your request to enter into a recurring payment via Revolut Bank Transfer at any time prior to the of the end of the Business Day prior to the date upon which the Revolut Bank Transfer recurring payment is due to take place.

12.9. Once the Revolut Bank Transfer has been completed, you will be able to view the completed Revolut Bank Transfer on the Revolut Transaction History part of the Revolut Dashboard.

12.10. If, for whatever reason, the funds are not deposited in the Counterparty Bank Account and are returned to Revolut, they will be converted into the currency of the Electronic Money they were originally withdrawn from. Due to the difference in price for purchasing and selling currencies and/or fluctuations in currency exchange rates, the amount of Electronic Money you receive back into your Revolut Electronic Money

Account may be more or less than what was originally redeemed to perform the Revolut Bank Transfer. Revolut is not liable for any losses you incur in this respect.

12.11. Some Counterparties accept payment by setting recurring payments to be deducted from your Revolut Electronic Money Account on a regular basis. The amount of the recurring payment and the intervals at which the payments will be deducted is determined by the arrangement between you and the relevant Counterparties and their terms and conditions will apply. If you wish to amend or cancel your reoccurring payment, you may only do this by contacting the Counterparties directly.

ATM WITHDRAWAL AND MONETARY EXCHANGE

13.1. You can use your Physical Revolut Card to withdraw cash from an ATM. In such an event we will redeem Electronic Money in your Revolut Electronic Money Account and you will be provided with the equivalent amount of cash. You will need to follow the instructions on the ATM machine to perform the ATM Withdrawal. This may involve entering your Card PIN.

13.2. We do not charge for ATM Withdrawals up to the threshold set out in the Fees and Pricing Section. If you withdraw more than the threshold, then each ATM Withdrawal will be subject to the fee set out in the Fees and Pricing Section. This threshold is higher for Premium Users than for Standard Users.

13.3. If you choose to withdraw cash in a currency other than the currency for which you hold enough Electronic Money in your Revolut Electronic Money Account, then our Exchange Rate will be used.

13.4. If you choose to withdraw cash using the currency conversion offered by the ATM owner, Revolut has no liability to you for that currency conversion. You can find more information on this at <https://revolut.com/faq>. Please note that the ATM provider may, in addition charge its own fee for ATM Withdrawals which we have no control over or liability for.

REVOLUT CARD PURCHASE AND MONETARY EXCHANGE

14.1. You can use your Revolut Card to purchase goods and/or services from a merchant either online or at a point of sale terminal anywhere that accepts the Revolut Card. In such an event we will redeem Electronic Money in your Revolut Electronic Money Account and the merchant will be sent, less any fees from Revolut (acting as Card Issuer), the equivalent amount of money. You will need to follow the instructions

on the relevant website or point of sale machine to perform the Revolut Card Purchase. This may involve you entering the details of Revolut Card (the card number, expiry date and CVC number) or your Card PIN.

14.2. If you choose to be charged for your purchase in a currency other than the currency for which you hold enough Electronic Money in your Revolut Electronic Money Account, then our Exchange Rate will be used.

14.3. Where a currency conversion is offered to you by the merchant and you choose to authorise the payment transaction on the basis of the merchant's exchange rate and charges, Revolut has no liability to you for that currency conversion. You can find more information on this at <https://revolut.com/faq>.

RECEIVE ELECTRONIC MONEY

15.1. If you receive Electronic Money into your Revolut Electronic Money Account, we will send a notification to the Revolut Dashboard and display the payment in your Revolut Transaction History.

15.2. You can request a payment from another Revolut User by using the "Request Money" function or the "Split Bill" function or other functions made available to you from time to time on the Revolut Dashboard. You should only use this function for amounts owed to you and that are due for payment in full. This service may not be used as a debt collection or enforcement tool.

EXCHANGE RATES

16.1. The "Exchange Rate" means the:

- A. "Standard Exchange Rate"; or
- B. "Non-Standard Exchange Rate"

depending on the value of the Electronic Money Exchanges and Monetary Exchanges carried out by you in the given month and whether you are a Standard User or a Premium User, further details of which are set out in the Fees and Pricing Section.

16.2. Generally, for major currencies during FX market hours the Standard Exchange Rate will be the interbank rate. However, in certain circumstances, it is not possible for the Standard Exchange Rate to be the interbank rate including when the FX market is closed on weekends or on bank holidays or when your Exchange Rate involves illiquid currencies. It may also not be possible for the Standard Exchange Rate to be

the interbank rate due to other external factors such as volatile market conditions, a system failure of Revolut or any other external factors. In such instances, the Standard Exchange Rate will be different from the interbank rate. Please see the Fees and Pricing Section for more details.

16.3. We will use the Exchange Rates set out in the Fees and Pricing Section, where we can, however you will be informed (where possible) of the exact Exchange Rate for each Revolut Transaction prior to your entry into the same. It is your responsibility to ensure that you are happy with the Exchange Rate we offer you, prior to entering into each Revolut Transaction. In addition, our live exchange rates are available on the Revolut Dashboard.

YOUR BALANCE AND NEGATIVE BALANCES

17.1. You acknowledge that balances and available funds reported on the Revolut Dashboard are only approximate real time balances rather than the settled balances in your Revolut Electronic Money Account. A real time balance may not take into account pending debits and credits. Revolut will provide you with information on pending debits and credits as soon as it has that information.

17.2. If for any reason (including, but not limited to, any technical errors on our behalf or on behalf of our third-party providers) you have a negative balance in your Revolut Electronic Money Account, you agree to immediately Top-Up the required amount to correct the negative balance, such amounts being due without the need for previous notification. If you fail to do so:

- A. we may exercise our right of set-off in accordance with Clause 22 (Our Right to Set-Off) of these Terms;
- B. initiate a chargeback procedure for any specific transaction which led to your Revolut Electronic Money Account having a negative balance;
- C. take debt collection measures including but not limited to mandating a debt collection agency or solicitors or to pursue the claim in court. We reserve the right to charge you the expenses we reasonably incur in connection with any debt collection or enforcement efforts;
- D. if Revolut requests that you complete a Top-Up in order to correct a negative balance and you fail to do so within 7 Business Days, you authorise us to initiate a payment transaction for the amount of the negative balance (or the equivalent in another currency) from one of your Stored Cards or User Bank Accounts.

SECURITY

18.1. You must ensure that you take all reasonable steps to:

- A. ensure that your Mobile and your Mobile PIN is kept safe and secure;
- B. ensure that access to the Revolut Dashboard is kept safe and secure; and
- C. ensure your Revolut Card PIN and other unique numbers (including CVC, expiry and card number) are kept safe and secure.

18.2. The requirement in Clause 18.1 includes, but is not limited to, for the avoidance of doubt:

you:

- A. closing the Mobile App every time you are not using it;
- B. keeping the Mobile you use to gain access to the Revolut Dashboard safe and secure and locked with a secure password or other security mechanism;
- C. not writing down or telling anyone your Mobile PIN;
- D. changing your Mobile PIN regularly;
- E. if you receive any SMSs or emails, questionnaires, surveys, or other links that require you to provide your Mobile PIN, not providing your information and contacting our customer services team via the chat function on the Revolut Dashboard;
- F. ensuring that the Mobile and e-mail account(s) you use to communicate with us are secure and only accessed by you, as the Mobile and e-mail address may be used to reset your Mobile PIN or to send information relating to the security of the Revolut Dashboard;
- G. if at any time you think that your Mobile PIN has been lost, stolen or any other person knows your Mobile PIN or anyone has access to your e-mail account or Mobile you use to communicate with us, informing customer services immediately via the chat function on the Revolut Dashboard;

you:

- A. keeping your Revolut Card safe and secure;
- B. not writing down or telling anyone your Card PIN or details of the Revolut Card;
- C. disabling your Revolut Card via the Revolut Dashboard or otherwise reporting to us, at any time if you think the security of the Revolut Card is at risk, for example, if it is lost or stolen;

18.3. All Revolut Transactions are processed by automated methods, and anyone who obtains access credentials to the Revolut Dashboard or access to a Revolut Card could use it to enter into Revolut Transactions without your permission. If you notice

misuse, theft or unauthorised use of your Mobile, Revolut Card, Mobile PIN or Card PIN or any other activity that makes you suspicious, you must contact the customer services team and if possible enable the appropriate security features on the Mobile App. If you suspect identity theft or theft of Electronic Money, we suggest that you contact your local police as well.

RESTRICTIONS ON THE USE OF THE REVOLUT SERVICES

19.1. It is not permitted to:

- A. use the Revolut Services for any illegal purposes, including, but not limited to fraud and money laundering, unlawful sexually oriented materials or services, counterfeit products, unlawful gambling activities, fraud, money laundering, the funding of terrorist organizations, the unlawful purchase or sale of tobacco, firearms, prescription drugs, other controlled substances or other products prohibited by law. Revolut will report any suspicious activity and cooperate with any relevant law enforcement agency or regulator;
- B. use the Revolut Services to abuse, exploit or circumvent the usage restrictions imposed by a merchant on the services it provides, or to obtain goods or services without paying the amount due partially or in full;
- C. breach these Terms, the Revolut Cardholder Terms (as applicable) or any other agreement or policy that you have agreed with Revolut or with Revolut (acting as Card Issuer);
- D. create more than one Revolut Account without our prior written consent;
- E. use the Revolut Services to violate any law, statute, ordinance, or regulation;
- F. use the Revolut Services for any illegal purposes including the purchase or sale, or the facilitation of the purchase or sale of, illegal goods or services;
- G. use the Revolut Services to conduct activities pertaining to adult entertainment/pornography, auction houses, charities, chemicals and allied products, dating and escort services, binary options, legal services, political or religious organisations, video game arcades or establishments and business claiming to trade in prime bank guarantees, debentures, letters of credit or medium term notes;
- H. infringe Revolut's or any third party's copyright, patent, trademark, trade secret or other intellectual property rights, or rights of publicity or privacy;
- I. act in a manner that is defamatory, libelous, threatening or harassing when using the Revolut Services;
- J. provide us with false, inaccurate or misleading information;
- K. use the Revolut Services to engage in debt-collection activities;

- L. instruct us to send or receive what we reasonably believe to be potentially fraudulent funds on your behalf;
- M. attempt to intentionally or knowingly receive or attempt to receive funds from both Revolut and a merchant for the same Revolut Transaction;
- N. control a Revolut Account that is linked to another Revolut Account that has engaged in any of these Restricted Activities;
- O. conduct your business or use the Revolut Services in a manner that is likely to result in or may result in complaints, disputes, reversals, chargebacks, fees, fines, penalties or other liability to Revolut, other Users, third parties or you;
- P. use your Revolut Account or the Revolut Services in a manner that Revolut (acting as Card Issuer), Visa, MasterCard, American Express, Discover or any other electronic funds transfer network reasonably believes to be an abuse of the card system or a violation of card association or network rules;
- Q. allow any of the currencies in your Revolut Electronic Money Account to have a negative balance;
- R. provide yourself with a cash advance from your credit card (or help others to do so);
- S. take any action that imposes an unreasonable or disproportionately large load on our infrastructure; facilitate any viruses, Trojan horses, worms or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or information; use an anonymizing proxy; use any robot, spider, other automatic device, or manual process to monitor or copy our Website without our prior written permission; or interfere or attempt to interfere with the Revolut Services;
- T. take any action that may cause us to lose any of the services from our Internet service providers, payment processors, or other suppliers;
- U. use the Revolut Services to test credit card behaviours;
- V. circumvent any Revolut policy or determinations about your Revolut Electronic Money Account including, but not limited to, attempting to create a new or additional Revolut Account when a Revolut Electronic Money Account has a negative balance or has been restricted, suspended or otherwise limited; creating new or additional Revolut Electronic Money Accounts using Information that is not your own (e.g. name, address, email address, etc.); or using someone else's Revolut Electronic Money Account;
- W. harass our employees, agents, or other Users;
- X. refuse to cooperate in an investigation or provide confirmation of your identity or any Information you provide to us;

- Y. use the Revolut Services in a manner that we believe may be a violation of any applicable electronic payment network rules, card association or network rules, or applicable law;
- Z. use the Revolut Services to trade FX for speculative purposes or for FX arbitrage;
- AA. refuse or fail to provide further information about you or your business activities that we may reasonably request;
- BB. conduct your business or use the Revolut Services in a manner that leads us to receive a disproportionate number of claims or chargebacks;
- CC. have a credit score provided by a third party provider of Revolut's choosing which indicates a higher level of risk associated with your use of the Services;
- DD. reveal your Mobile PIN or Card PIN to anyone or use anyone else's Mobile App or Revolut Card.

19.2. You must ensure that you only enter into Revolut Transactions relating to the sale or supply of goods and services in compliance with all applicable laws and regulations. The fact that a person or entity accepts payments via a Revolut Transaction is not an indication of the legality of the supply or provision of the goods and services.

19.3. We reserve the right to refuse to perform a Revolut Transaction directly or indirectly associated with any Restricted Country.

19.4. If Revolut, in its sole discretion, believes that you may have breached the provision of this Clause, we may take action to protect ourselves, other Users and third parties. The action we may take includes but is not limited to:

- A. closing, suspending, or limiting your access to your Revolut Electronic Money Account or any or all of the Revolut Services.
- B. contacting other Users who have transacted with you; contacting your bank or credit card issuer; and/or warning other Users, law enforcement, or impacted third parties of your actions;
- C. updating inaccurate Information you have provided to us;
- D. taking legal action against you;
- E. terminating these Terms or access to the Website;
- F. fully or partially reversing a Revolut Transaction; and/or
- G. blocking your access to your Revolut Electronic Money Account and/or Revolut Dashboard temporarily or permanently.

19.5. Where possible, Revolut will provide you with the relevant information regarding the actions imposed, but we may be unable to do so in accordance with the appropriate law including avoiding disclosing protected third party information or interfering in the course of an investigation.

REVOLUT TRANSACTION LIMITS

20.1. We reserve the right to impose at our sole discretion Revolut Transaction Limits, based on criteria determined by us and that does not have to be disclosed.

20.2. You may be able to view some of these Revolut Transaction Limits by logging onto the Revolut Dashboard. Revolut may, from time to time, provide you with procedures or methods to remove or increase such limits. We reserve the right to remove Revolut Transaction Limits from the Revolut Dashboard.

SUSPENDING YOUR USE OF THE REVOLUT SERVICES

21.1. We reserve the right to change, suspend or discontinue any aspect of the Revolut Services at any time, including hours of operation or availability of the Revolut Services or any Revolut Services feature, without notice and without liability.

OUR RIGHT TO SET-OFF

22.1. On the happening of any event which entitles us to be compensated by you (including, but not limited to, any technical errors on our behalf or on behalf of our third-party providers), we shall be entitled to recover any sum due to us by retaining part or all of any sum that you have lodged with us under any Revolut Transaction or otherwise. You shall have no similar right of set-off. For the avoidance of doubt, this includes if one of the currency balances in your Revolut Electronic Money Account shows that you owe us an amount of funds for any reason or has a negative balance, Revolut may set-off the amount you owe us by using funds you maintain in that currency or in a different currency balance or by deducting amounts you owe us from money you receive into your Revolut Electronic Money Account, or money you attempt to withdraw or send from your Revolut Electronic Money Account, or in a different Revolut Electronic Money Account which you control and by deducting funds from any withdrawals you attempt to make.

22.2. On the happening of any event which entitles us to be compensated by you, if for whatever reason we are unable to exercise our right of set-off pursuant to Clause

22.1, we may initiate a payment transaction for the amount we are due to be compensated by you from one of your Stored Cards or User Bank Accounts.

22.3. If the amount owed to us is in a currency which is different to the money or Electronic Money you hold with us, we shall convert the amount you hold with us to the currency of the amount you owe us by applying our Exchange Rates. We do not need to notify you of this conversion occurring.

22.4 If an Indemnity Claim is raised by you pursuant to the Direct Debit Guarantee Scheme, and the claim is adjudged by Revolut to be fraudulent or erroneous, we reserve our right of set-off the claim pursuant to Clause 22.1. If for whatever reason we are unable to exercise our right of set-off pursuant to Clause 22.1, we may ask you to pay us another way and if you do not do so within 7 Business Days you authorise us to initiate a payment transaction for the amount we are due to be compensated by you from one of your Stored Cards or User Bank Accounts.

OUR LIABILITY WITH RESPECT TO INSTANT TRANSFERS, REVOLUT BANK TRANSFERS, ATM WITHDRAWALS AND REVOLUT CARD PURCHASES

23.1. You warrant that you are an individual acting solely on your own behalf and are acting for a purpose other than a trade, business or profession.

23.2. If you believe that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase has been incorrectly executed or was not authorised by you, you must inform us as soon as possible via the chat function on the Revolut Dashboard. Failure to notify us immediately on becoming aware or within the 13 months of the date of the unauthorised or incorrectly executed Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or Revolut Card Purchase will result in you losing your entitlement to have the matter corrected.

23.3. Where it is established that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase was not authorised by you, or was incorrectly initiated or executed by us (provided we can prove such incorrect transaction has taken place) and you have notified us in a timely manner within 13 months of the date of the unauthorised Instant Transfer, a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase, unless Clause 23.4 applies, we shall refund to you the full amount debited without authorisation.

23.4. You will be liable for:

A. all losses incurred in respect of an Instant Transfer, a Revolut Bank Transfer, ATM Withdrawal and Revolut Card Purchase made by us which was not authorised by you, if you have acted fraudulently, or have intentionally or with gross negligence failed to comply with the obligations set out in Clause 18 (Security) or you have not notified us on time in accordance with Clause 23.2; and

B. where Clause 23.4(a) does not apply, up to £35 of any losses incurred in respect of Instant Transfers, Revolut Bank Transfers, ATM Withdrawals and Revolut Card Purchases which were not authorised by you, where you have otherwise failed to comply with your obligations under Clause 18 (Security).

GENERAL LIABILITY

24.1. Except where you have acted fraudulently, you will not be liable for any losses incurred in respect of an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or a Revolut Card Purchase which was not authorised by you which occurs after you have notified us, without undue delay, on becoming aware of the loss, theft, misappropriation or unauthorised use of the Revolut Card or the Mobile PIN or Card PIN which relates to those losses. You can notify us via the chat function on the Revolut Dashboard.

24.2. We shall not be liable for non-execution or defective execution in relation to an Instant Transfer or Revolut Bank Transfer we have made in accordance with a unique identifier given to us by you which proves to be incorrect. However, we shall make reasonable efforts to recover funds involved in that transaction and may charge you for doing so, including passing on to you charges made by intermediary banks and/or the payee's bank for their assistance in the tracing process.

24.3. We are not liable to you for the correct execution of an Instant Transfer, a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase, if we can prove to you (and where relevant, to any payee's payment services provider) that the payee's payment services provider received the payment within the appropriate time period. We will however, upon your request, make efforts to trace any non-executed or defectively executed payment transactions or any Revolut Bank Transfers which were correctly executed to an account which is deemed fraudulent and notify you of any outcome involving our search.

24.4. Please note any restriction on your liability in relation to an unauthorised or incorrectly executed payment transactions set out in the Payment Services

Regulations 2017 does not apply to losses in relation to Electronic Money Exchanges or Monetary Exchanges.

24.5. We are liable to you for the correct transmission of a payment order representing a Top-Up via Stored Card within the relevant time limit. Where we are liable, we will immediately re-transmit the payment order in question.

24.6. We shall not be liable to you for any:

A. delay or failure to perform our obligations under these Terms (including any delay in payment) by reason of any cause beyond our reasonable control including but not limited to any action or inaction by you or any third party, any Force Majeure Event, bank delay, postal delay, failure or delay of any fax or electronic transmission, any accident, emergency, act of god or any abnormal or unforeseeable circumstances; or

B. consequential or indirect loss (such as loss of profits or opportunity) you may incur as a result of us failing to perform our duties under a Revolut Transaction; or

C. losses as a result of a requirement imposed on us by the Payment Services Regulations 2017 or the Electronic Money Regulations 2011 or our obligations under the laws of any EEA state or other jurisdiction.

24.7. You are responsible for all liabilities, financial or otherwise, incurred by Revolut (acting as Card Issuer), Revolut, a Revolut User, or a third party caused by or arising out of your breach of these Terms, your use of the Revolut Services, and any use of your Revolut Account. You agree to reimburse Revolut (acting as Card Issuer), Revolut, a Revolut User, or a third party for any and all such liability, to the extent not prohibited by applicable law.

24.8. You remain liable under these Terms in respect of all charges and other amounts incurred through the use of your Revolut Account at any time, irrespective of termination, suspension or closure.

24.9. You alone are responsible for understanding and complying with any and all laws, rules and regulations of your specific jurisdiction that may be applicable to you in connection with your use of the Revolut Services, including but not limited to, those related to export or import activity, taxes or foreign currency transactions. You are liable to the state and other subjects for fulfilment of all tax obligations independently. Revolut shall not be responsible for the execution of tax obligations, or calculation and transfer of taxes applied you.

24.10. You agree to defend, reimburse or compensate us (known in legal terms to “indemnify”) and hold Revolut, our third party providers, our employees or agents who are authorised to act on our behalf harmless from any claim or demand (including legal fees) made or incurred by any third party due to or arising out of your breach of these Terms, breach of any law and/or use of the Revolut Services.

24.11. Nothing in these Terms shall operate to exclude liability for death or personal injury or for fraud or fraudulent misrepresentation or for any liability that cannot be excluded or amended by law.

24.12. In no event shall Revolut be liable for loss of profits or any special, incidental or consequential damages arising out of these Terms or otherwise in connection with the Revolut Services, howsoever arising.

24.13. We are not liable for:

- A. any loss you incur as a result of the Overseas Travel Insurance which shall be the sole responsibility of White Horse Insurance Ireland dac and subject to the Policy Documentation; or
- B. any loss you incur resulting from your use of the Revolut Card which shall be the sole responsibility of Revolut (acting as Card Issuer) and subject to the Revolut Cardholder Terms (as applicable).

24.14. To the extent permitted by applicable law, Revolut is not liable, and you agree not to hold it responsible, for any damages or losses (including, but not limited to, loss of money, goodwill, or reputation, profits, or other intangible losses or any special, indirect, or consequential damages) resulting directly or indirectly from:

- A. your inability to use the Revolut Services for whatever reason;
- B. delays or disruptions in the Revolut Services;
- C. viruses or other malicious software obtained by accessing the Website or any associated site or service;
- D. glitches, bugs, errors, or inaccuracies of any kind in the Revolut Services;
- E. the content, actions, or inactions of third parties;
- F. a suspension or other action taken with respect to your Revolut Account;
- G. your need to modify practices, content, or behaviour, or your loss of or inability to do business, as a result of changes to these Terms or Revolut’s policies;
- H. illegal actions and operations of third persons performed using counterfeited and/or illegal documents or illegally received data;

WITHDRAWING FUNDS

25.1. You may withdraw funds from your Revolut Electronic Money Account by entering into a Revolut Bank Transfer and choosing a User Bank Account as the Counterparty Bank Account or by entering into an ATM Withdrawal or by using any other available method on the Revolut Dashboard or otherwise notified to you from time to time.

25.2. Revolut is not responsible for the withdrawal payment once the funds are received by your payment service provider as Revolut is the payer and not the payment service provider for withdrawals.

CLOSING YOUR ACCOUNT

26.1. Your Revolut Account will be closed at the end of the term of this agreement in accordance with Clause 3.1 or upon termination of these Terms in accordance with Clause 33.1 (Amendments to these Terms) and Clause 36 (Termination). You accept that after your Revolut Account has been closed, Revolut will store personal data about you and your Revolut Transactions for a period of six years.

26.2. If your Revolut Electronic Money Account holds a balance at the time of its closure, we may ask you to withdraw your funds within a reasonable period of time, during which your Revolut Electronic Money Account will be accessible for the purpose of withdrawing the remaining balance only. After the expiry of this period you will not be able to access your Revolut Electronic Money Account but you may withdraw any remaining funds for a period of six years from the date of closure of your Revolut Account by contacting customer service and requesting that the funds be sent to you by returning the funds by either a card refund or bank transfer. When your Revolut Account is closed, any pending instructions will be cancelled.

26.3. You may not close your Revolut Account to evade an investigation. If you attempt to close your Revolut Account while Revolut is conducting an investigation, it may freeze the account to protect all parties to the Revolut Services, its affiliates, or a third party against any liability. You will remain liable for any obligations related to your Revolut Account even after it is closed.

NOTICE AND COMMUNICATIONS

27.1. You agree and consent to electronic receipt of all Communications that we provide in connection with the Revolut Services. We will provide Communications to

you by making them available on the Revolut Dashboard or by emailing them to you at the primary email address listed in your Revolut Account Profile.

27.2. It is your responsibility to ensure that you log onto the Revolut Dashboard regularly and regularly review the Revolut Dashboard, the Website and your primary email address and open and review communications that we deliver to you through those means. You are obligated to review your notices and Revolut Transaction History, and to promptly report any questions, apparent errors, or unauthorised Revolut Transactions. Failure to contact us in a timely manner may result in loss of funds or important rights.

27.3. We may contact you from time to time to notify you of changes or information regarding your Revolut Account. It is your responsibility to ensure you regularly check the Revolut Dashboard and that your contact information stored on your profile in the Revolut Dashboard is up to date. You may contact us in accordance with these Terms via the chat function on the Revolut Dashboard.

DATA

28.1. The processing of your data is governed by these Terms, any applicable Supplements as well as our Privacy Policy.

28.2. Revolut reserves the right to transmit the Information or personal data about you as well as activity in your Account to law enforcement institutions, state authorities and financial institutions, if such is necessary to comply with relevant legislation, and in order to identify whether these Terms and relevant legislation have not been violated.

28.3. When you use the Revolut Services we may collect precise location data about a Revolut Transaction. If you permit the Mobile App to access location services through the permission system used by your mobile operating system, we may also collect the precise location of your device when the app is running the foreground or background. We may also derive your approximate location from your IP address. You may opt out of providing location data through the Mobile App, unless you opt out of providing location data, you consent to the collection, use, sharing and onward transfer of location data, as further set forth in the Privacy Policy.

28.4. By providing Revolut with a telephone number (including a mobile telephone number), you agree to receive autodialed and pre-recorded message calls at that number. The ways in which you provide us a telephone number include, but are not limited to, providing a telephone number at Revolut Account opening, adding a

telephone number to your profile on your Revolut Dashboard at a later time, providing it to one of our employees, or by contacting us from that phone number. If a telephone number provided to us is a mobile telephone number, you consent to receive SMS or text messages at that number, for service-related matters. We will not share your phone number with non-affiliated third parties for their purposes without your consent and we will never market, advertise, or solicit you using autodialling or pre-recorded messages, but we may share your phone numbers with our affiliates or with other service providers, such as billing or collections companies, who may contact you using autodialled or pre-recorded message calls or text messages.

28.5. You understand and agree that Revolut may, without further notice or warning and in our discretion, monitor or record the telephone conversations you or anyone acting on your behalf has with Revolut or its agents for quality control and training purposes or for its own protection. You acknowledge and understand that, while your communications with Revolut may be overheard, monitored, or recorded without further notice or warning, not all telephone lines or calls may be recorded by Revolut, and Revolut does not guarantee that recordings of any particular telephone calls will be retained or retrievable.

28.6. You agree that we can use your Information in connection with your Revolut Account, to enable us to review, develop and improve our products and services. This may involve providing your Information to our partners, affiliates, agents, distributors and suppliers to process Revolut Transactions and for their statistical research and analytical purposes. We may also disclose your Information as required by law, regulation or any competent authority or agency to investigate possible fraudulent, unlawful or unauthorised activity.

28.7. You understand and agree that we may collect information about how you and other Revolut Users interact with the Revolut Services. We may access the address book on your device and store names and contact information to facilitate social interactions through the Revolut Services and for other purposes. We collect transaction details related to your use of the Revolut Services, including the type of service requested, date and time the service was provided, amount charged and other related transaction details. We may collect information about your mobile device, including for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information and mobile network information. You agree that we may use the information that we collect to facilitate interactions with

the Revolut Services, including sharing certain non-sensitive information about you with other Revolut Users.

INTELLECTUAL PROPERTY

29.1. The Revolut Dashboard and the Website and all intellectual property rights contained therein, including but not limited to any content, are owned or licenced by us. Intellectual property rights means rights such as: copyright, trademarks, domain names, design rights, database rights, patents and all other intellectual property rights of any kind whether or not they are registered or unregistered (anywhere in the world). Revolut's intellectual property include "Revolut.com," "Revolut", "Beyond Banking", "the Global Money App" and all logos related to the Revolut Services. In addition, all page headers, custom graphics, button icons, and scripts are service marks, trademarks, and/or trade dress of Revolut. You may not copy, imitate, or use them without our prior written consent.

29.2. We reserve all of our rights in any intellectual property in connection with these Terms. This means, for example, that we remain owners of them and free to use them as we see fit.

29.3. Nothing in these Terms grants you any legal rights in the Revolut Dashboard and/or the Website, other than as necessary to enable you to access the Revolut Dashboard. You agree not to adjust or try to circumvent or delete any notices contained on the Revolut Dashboard (including any intellectual property notices) and in particular in any digital rights or other security embedded or contained within the Revolut Dashboard.

REQUESTING INFORMATION

30.1. You may request, at any time during the extent of these Terms, a copy of these Terms and any of the information set out in the Schedule 4 of the Payment Services Regulations 2017.

OVERSEAS TRAVEL INSURANCE

31.1. If you are a Premium and/or Metal; User, you will, if you qualify, benefit from the Overseas Travel Insurance, provided by White Horse Insurance Ireland dac which is subject to the Policy Documentation.

31.2. For more information, please consult the following documents:

- Please find T&Cs for Premium/Metal Users [here](#);
- Please find the Policy Summary for Premium/Metal Users [here](#)
- Please find the Revolut Group Statement of Insurance [here](#)

CUSTOMER SUPPORT AND COMPLAINTS

32.1. We take all complaints seriously. Any complaints about us or the services we provide should be addressed to the chat function on the Revolut Dashboard. You should clearly indicate that you are wishing to make a complaint to us. This helps us to distinguish a complaint from a mere query. Our complaints procedure (available on our Website) sets out the process for submitting and resolving any complaints. You may request a copy of our complaints procedure at any time by contacting customer services via the chat function on the Revolut Dashboard.

32.2. A final response to your complaint, or a letter explaining why the final response has not been completed, will be sent to you within 15 Business Days of your complaint having being made, and in exceptional circumstances, within 35 Business Days (and we will let you know if this is the case). Should this not be possible due to unforeseen circumstances or lack of information, we will contact you.

32.3. If after having received our final response you are still unhappy or not satisfied, you may, if your complaint falls with the Financial Ombudsman's Jurisdiction, be able to take your complaint to the Financial Ombudsman Service (FOS) details of which are available on the following link www.financial-ombudsman.org.uk/faq/complain.html. You can also call the FOS on 0300 123 9123 or write to: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

32.4. Any complaints about Revolut (acting as Card Issuer) should be made directly to Revolut.

32.5. Any complaints about the Overseas Travel Insurance should be made to White Horse Insurance Ireland dac. Further details of where to make the complaint to are available on the Key Facts form.

AMENDMENTS TO THESE TERMS

33.1. These Terms may be amended unilaterally by us, by providing you with two months' notice. These changes will be deemed to have been accepted by you where you do not, before the proposed date of the entry into force of the changes, notify us

to the contrary. If you do notify us to the contrary, your notification will be deemed to be a notice that you wish to close your Revolut Account and terminate these Terms on the date upon which the changes are to take effect.

33.2. Where an amendment to the Terms is required by law or relates to the addition of a new service, extra functionality to the existing Service, a reduction in the cost of the Services or any other change which neither reduces your rights nor increases your responsibilities, the amendment may be made without prior notice to you and shall be effective immediately.

FEES

34.1. The fees we charge for the Revolut Services are set out in the separate Fees and Pricing Section to these Terms. We will provide you with notice of any changes to the Fees and Pricing Section in accordance with these Terms. It is your responsibility to stay informed and review these changes once we have provided you notice of a change to our fees.

34.2. The fees we charge for any other transactional fees are clearly shown on the Revolut Dashboard prior to you completing an action and accepted by you or a User.

34.3. We shall deduct the fees that you owe us from the GBP currency balance in your Revolut Electronic Money Account. If there is not enough GBP balance in your Revolut Electronic Money Account, we shall deduct the equivalent fees from a different currency balance(s) using our Exchange Rates. If there is not enough Electronic Money in your Revolut Electronic Money Account to pay your fees in any currency, then we shall take our fee from the Stored Card you supplied when signing up for the Revolut Services or other Stored Card belonging to you which has been provided to us. We reserve the right to suspend your access to your Revolut Services if we are not paid any monies owing to use by you on time.

34.4. Fees for the delivery of replacement Physical Revolut Cards shall be charged at the time the request for Physical Revolut Card is made. If your Revolut Electronic Money Account balance is insufficient to cover the fees for the delivery of the replacement Physical Revolut Card, then we may refuse to issue the replacement Physical Revolut Card. If your Physical Revolut Card has been lost, stolen or misappropriated we will only charge you for the costs associated with replacing your Physical Revolut Card and sending it to your applicable jurisdiction.

34.5. ATM Withdrawal fees will be charged at the time the ATM Withdrawal is performed. If your Revolut Electronic Money Account balance is insufficient to cover the ATM Withdrawal fees, we may refuse to execute the ATM Withdrawal. Please be aware that some ATM providers charge additional fees for the use of their ATMs and some merchants add a surcharge for accepting certain types of cards. You may also be subject to merchant's terms and conditions of business when you use the Revolut Card and it is your responsibility to review and agree these before proceeding with a Revolut Card Transaction.

NO WARRANTY

35.1. The Revolut Services are provided on an "as is," "as available" basis and without any representation or warranty, whether express, implied or statutory. Revolut, and the officers, directors, agents, joint venturers, employees and suppliers of Revolut, make no representation or warranty of any kind whatsoever for the services or the content, materials, information and functions made accessible by the Revolut Services used on or accessed through the Revolut Services, or for any breach of security associated with the transmission of sensitive information through the Revolut Services.

35.2. Revolut does not warrant that the Revolut Services will be uninterrupted or error free. Revolut shall not be responsible for any service interruptions, including, but not limited to, system failures or other interruptions that may affect the receipt, processing, acceptance, completion or settlement of Revolut Transactions or the Revolut Services.

35.3. Revolut does not have any control over the products or services that are paid for using the Revolut Services.

35.4. Revolut is not responsible for the quality, performance, or any consequential results of the products and/or services purchased using the Revolut Services.

TERMINATION

36.1. Revolut, in its sole discretion, may terminate these Terms at any time, by giving you two months' notice. The termination of these Terms will not affect any of our rights or your obligations arising under these Terms.

36.2. You may terminate these terms at any time by providing us with one month's notice, such notice to be provided using the chat function on the Revolut Dashboard.

36.3. Without prejudice to any rights that have accrued under these Terms, or any party's other rights or remedies, either party may at any time terminate these Terms with immediate effect by giving written notice to the other party if:

- A. the other party commits a material breach of any term of these Terms and (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- B. the other party repeatedly breaches any of the terms of these Terms in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of these Terms;
- C. the other party is subject to a bankruptcy, insolvency, winding up or other similar event; and/or
- D. the result of laws, payment scheme rules, regulatory authority rules or guidance or any change in or any introduction thereof (or change in the interpretation or application thereof) means that it is unlawful or contrary to any such law, rules, order or regulations for either of the parties to perform or give effect to any of its obligations hereunder and such obligation cannot be readily severed from these Terms.

36.4. Without prejudice to any rights that have accrued under these Terms or any of the party's rights or remedies, we may at any time terminate these Terms with immediate effect by giving written notice to you if:

- A. we are unable to verify your information in the manner set out in these Terms;
- B. you die;
- C. we have reason to believe that your use of the Revolut Services: damages, corrupts, degrades, destroys and/or otherwise adversely affects the Revolut Services, or any other software, firmware, hardware, data, systems or networks accessed or used by you;
- D. there is a significant fluctuation (either positive or negative) in the aggregate number of Revolut Transactions you enter into;
- E. you have acted or omitted to act in any way which we reasonably determine to diminish Revolut's (acting as Card Issuer or otherwise) business operations and/or reputation and/or goodwill and/or which we reasonably determine or suspect to give rise to any offence or any increased risk or liability to us; and/or
- F. we are unable to provide the Revolut Services to you through the inability of any third party to provide us with any good and/or service that we require to provide the Revolut Services to you.

36.5. Other actions we may take. If you have breached the terms of these Terms (including a breach of your obligation to pay us any amount owing), we are otherwise entitled to terminate these Terms, or we may: suspend your use of the Revolut Services (in whole or in part) in which case we will not treat any order for a Revolut Transaction that you may wish to make as being received by us; report any Revolut Transaction or any other relevant information about you and your use of the Revolut Services to the relevant regulatory authority, law enforcement agency and/or government department; and/or if appropriate, seek damages from you.

36.6. Termination of these Terms requires the closing of your Revolut Electronic Money Account in accordance with Clause 26 and the termination of all Revolut Cards and the associated Revolut Cardholder Terms (as applicable). Revolut will deal with your remaining balance in accordance with these Terms and the Revolut Cardholder Terms (as applicable).

36.7. Any terms which by their nature should survive, will survive the termination of these Terms.

THIRD PARTY PROVIDERS

37.1 You can choose to allow a Third Party Provider (TPP) to access information on your Revolut Account, to combine and display information about your Revolut Account with information from accounts you have with other payment service providers, and, if applicable to your Revolut Card, to make payments for you from your Revolut Account, provided the TPP is authorised by the FCA or another European regulator and you have given your explicit consent.

37.2 If you do, you must keep us informed of any incorrect or unauthorised transactions that happen so we can take steps to stop further misuse of your Card and arrange any refund you've been entitled to.

37.3 If you are thinking of using a TPP, it is important you check with the applicable regulator whether it is authorised before you use it.

37.4 We can refuse or stop access to a TPP if we're concerned it isn't authorised or if we believe it's fraudulent or acting fraudulently. If that happens, we'll contact you to explain why unless we believe that would compromise our security or it would be unlawful.

MISCELLANEOUS

38.1. In order to use other functions of the Revolut Services, you may be requested to accept other terms and conditions, either with Revolut or with a third party.

38.2. To be eligible to use the Revolut Services, you must:

- A. pass our regulatory due diligence checks;
- B. not be in breach of these Terms; and
- C. not have had any previous Revolut Account closed by us.

38.3. These Terms shall be governed by the laws of England & Wales and any claim or dispute under these Terms shall be subject to the non-exclusive jurisdiction of the Courts of England & Wales. For the avoidance of doubt these Terms do not include any alternative dispute resolution procedures as a means of disputing or issuing any claims in relation to these Terms.

38.4. These Terms do not intend to confer any benefit on any third party and no third party shall have the right to enforce these Terms or any Revolut Transactions under the Contract (Rights of Third Parties) Act 1999 or otherwise.

38.5. The Electronic Money in your Revolut Electronic Money Account belongs to the person or legal entity which is registered as the Revolut Account holder. We recognise only the rights of the holder of the Revolut Account. You cannot assign or transfer legal ownership of the Revolut Electronic Money Account to anyone.

38.6. It is your responsibility to determine what, if any, taxes apply to the payments you make or receive, and it is your responsibility to collect, report and remit the correct tax to the appropriate tax authority. We are not responsible for determining whether taxes apply to your Revolut Transactions, or for collecting, reporting or remitting any taxes arising from any Revolut Transactions. In certain circumstances, such as if you are a legal resident of the Republic of Ireland and you conduct an ATM Withdrawal in the Republic of Ireland, Revolut may collect from you the appropriate stamp duty up to the legal maximum as required by the Irish Revenue Commissioners. You hereby agree to comply with any and all applicable tax laws in connection with your use of the Revolut Services, including without limitation, the reporting and payment of any taxes arising in connection with Revolut Transactions made through the Revolut Services.

38.7. If we fail to enforce any of our rights under the Terms, or applicable laws, it shall not be deemed to constitute a waiver of such right.

38.8. You may not transfer or assign or sell any rights or obligations you have under these Terms or otherwise grant any third party a legal or equitable interest over your Revolut Electronic Money Account without Revolut's prior written consent. Revolut reserves the right to transfer or assign these Terms or any right or obligation under these Terms at any time.

38.9. We may comply with any subpoena, levy, or other legal process which we believe to be valid. We may notify you of such process electronically, by phone, or in writing.

38.10. Revolut (acting as Card Issuer or otherwise) has the right to change any of its third-party service providers, including without limitation the Card Processor, with or without notice.

38.11. Revolut reserves the right, but shall have no responsibility, to edit, modify, refuse to post or remove any provider content, in whole or in part, that in its sole and absolute discretion is objectionable, erroneous, illegal, fraudulent or otherwise in violation of these Terms.

38.12. Unless stated otherwise in these Terms, if any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced.

38.13. We do not provide advice and contract on an execution only basis. We may provide information to you from time to time, for example via the Revolut Dashboard or the Website, but we will not and do not provide advice to you either upon the merits of a proposed Transaction or upon any other matter. Before entering into any Revolut Transaction you must make your and their own independent assessment as to whether it is appropriate to enter into a Revolut Transaction based upon your own judgment and upon such advice from such advisers as you consider necessary. It is an express term of every Revolut Transaction which you enter into with us that you are not relying upon any communication (written or oral) made by us as constituting advice about or a recommendation to enter into such Revolut Transaction. Foreign currency exchange rates are subject to fluctuations outside our control. Past movements or trends in the movement of foreign currency exchange rates should not be taken as an indicator of future movements in such exchange rates.

38.14. Clause, Schedule and paragraph headings shall not affect the interpretation of these Terms.

38.15. A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

38.16. The Schedules form part of these Terms and shall have effect as if set out in full in the body of this agreement. Any reference to this agreement includes the Schedules.

38.17. A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.

38.18. Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

38.19. Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

38.20. These Terms shall be binding on, and enure to the benefit of, the parties to these Terms and their respective personal representatives, successors and permitted assigns, and references to any party shall include that party's personal representatives, successors and permitted assigns.

38.21. A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.

38.22. A reference to writing or written includes email and the chat function on the Revolut Dashboard.

38.23. Any obligation on a party not to do something includes an obligation not to allow that thing to be done.

38.24. These Terms shall be concluded and interpreted in the English language. If these Terms are translated into another language, it is for reference purposes only. All communications between the parties shall be in the English language.

38.25. Any reference to an English legal term for any action, remedy, method of judicial proceeding, legal document, legal status, court, official or any legal concept or thing shall, in respect of any jurisdiction other than England, be deemed to include a reference to that which most nearly approximates to the English legal term in that jurisdiction.

38.26. A reference to these Terms or to any other agreement or document referred to in these Terms is a reference to these Terms or such other agreement or document as varied or novated (in each case, other than in breach of the provisions of these Terms) from time to time. 37.27. References to Clauses and Schedules are to the Clauses and Schedules of these Terms and references to paragraphs are to paragraphs of the relevant Schedule.

38.28. Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

38.29. Supplements to these Terms are an integral part of these Terms, under which you and Revolut agree on usage of specific services as defined in the Supplements.

38.30. The definitions set out Schedule 1 apply to these Terms.

Schedule 1 — Definitions

“ATM Withdrawal” has the meaning set out in Clause 9.2(a).

“Business Day” - means a day, other than a public holiday in England, when banks in London are open for business.

"Card Issuer" means Revolut Ltd which is licensed by a card scheme to issue Revolut Cards and manage the associated funds across the MasterCard and/or Visa networks.

“Card PIN” means personal identification number, which is associated with your Revolut Card and allows you to enter into Revolut Card Transactions.

"Card Processor" means a third-party payment network card (e.g, Global Processing Services) processor.

"Communications" means information provided relating to your Revolut Account or any Revolut Transaction, including: any agreements and policies you agree to, (e.g., these Terms) including updates to these agreements or policies; disclosures and notices, including prospectuses and reports for transaction receipts or confirmations; Revolut Account statements and history; and payments authorizations and transaction receipts or confirmations; documents; and any other information related to your Revolut Account or the Revolut Services.

“Cookie Policy” means the cookie policy relating to the Website which can be found at <https://revolut.com/cookies>.

“Cooling-Off Period” means your fourteen (14) days statutory cancellation right to cancel your Premium Subscription, starting from the day you first sign up for your Premium Services.

“Counterparty” means the person you wish to send Electronic Money or money to.

“Counterparty Bank Account” means the bank account of the Counterparty.

“Direct Debit” means an arrangement between you and your bank or building society that authorises us to Top Up.

“Direct Debit Guarantee Scheme” means, the guarantee scheme offered by Direct Debit which protects you against payments made in error or fraudulently. If an error is made in the payment of your Direct Debit by Revolut or your bank or building society you are entitled to an immediate refund of the amount paid from your bank or building society.

“Electronic Money” means electronically stored value represented by a claim against Revolut.

“Electronic Money Exchange” has the meaning set out in Clause 9.1(a).

“Exchange Rate” has the meaning set out in Clause 16 and the Fees and Pricing Section;

“FCA” means the Financial Conduct Authority of the United Kingdom whose address is 25 The North Colonnade, Canary Wharf, London E14 5HS, United Kingdom; further information on the FCA can be obtained on the FCA’s website at www.fca.org.uk.

“Fees and Pricing Section” means the separate fees schedule outlining the fees we charge in relation to the Revolut Services which can be found [here](#).

“Force Majeure Event” means an event which is beyond the reasonable control of an affected party including without limit any market disruption, acts or restraints of government(s) or public authorities, war, revolution, strikes or other industrial action, fire, flood, natural disaster, explosion, terrorist action, the suspension or limitation of trading by any execution venue, or any breakdown, failure, defective performance or malfunction of any telecommunications settlement or other equipment or systems.

“Indemnity Claim” means a claim for a refund in relation to the Direct Debit Guarantee Scheme.

"Information" means any confidential and/or personally identifiable information or other information, including but not limited to the following: name, email address, date of birth, tax identification number, billing/shipping address, phone number and financial information.

“Instant Transfer” has the meaning set out in Clause 9.1(b).

"Key Facts" means the key facts document, provided by White Horse Insurance Ireland dac, which you can view [here](#), as same is updated from time to time.

“Metal User” means a holder of a Revolut Account who has upgraded to obtain the Metal Services.

“Metal Services” means the benefits you are entitled to as a result of being a Metal User, which includes, but isn’t limited to, the Premium Services, access to the Concierge Services and Cashback Services (each as defined in the Metal Terms).

“Metal Terms” means the terms and conditions which govern the Metal Services which can be found [here](#).

“Mobile” means your smartphone or other electronic device upon which you have downloaded the Revolut Mobile App.

“Mobile App” means the mobile application accessible through your Mobile where you can obtain access to your Revolut Dashboard.

“Mobile App Terms” means the terms and conditions governing your use of the Mobile App which can be found on the Mobile App.

“Mobile PIN” means your personal identification number which is entered onto the Revolut Mobile App to gain access to the Revolut Dashboard.

“Monetary Exchange” is not a service in its own right but will be part of a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase and means redeeming Electronic Money in your Revolut Electronic Money Account and using it to purchase money in a different currency using our Exchange Rates;

“Monthly Plan Break Fee” means the £14 charge if you elect to terminate your 12-month monthly plan within the first ten (10) months.

"Overseas Travel Insurance" means the medical and associated travel insurance provided by White Horse Insurance Ireland dac for overseas travel assistance and expenses as set out in the Key Facts, the Statement of Insurance and the Policy Documentation.

“Physical Revolut Card” means both the Standard Revolut Card and the Premium Revolut Card.

"Policy Documentation" means the policy documentation provided by White Horse Insurance Ireland dac which you can view at <https://revolut.com/assets/premium/policy.pdf>, as same is update date from time to time.

“Premium Revolut Card” means the tangible plastic card issued to Premium Users which allows Premium Users to enter into ATM Withdrawals and Revolut Card Purchases.

“Premium Service” means the benefits you are entitled to as a result of being a Premium User, which includes, but isn’t limited to, unlimited use of our Standard Exchange Rate, an increased threshold for free ATM Withdrawals, benefitting from the Overseas Travel Insurance and around the clock customer support.

“Premium Subscription” means a monthly or annual subscription to the Premium Service.

“Premium Subscription Fees” means the fees payable for the Premium Service by a Premium User, which are set out in the Fees and Pricing Section.

“Premium User” means a holder of a Revolut Account who avails of the Premium Service.

“Privacy Policy” means our privacy policy which can be found on the Website.

“Restricted Countries” means those countries that do not appear on the Revolut Dashboard.

"Revolut" "we," "us," or "our" means Revolut Ltd, the details of which are set out in Clause 2.1.

“Revolut Account” means your relationship with us as described in these Terms.

“Revolut Account Profile” means your profile, accessible on the Revolut Dashboard where you can view, among other things, your details, your price plan and your verification limits.

“Revolut Bank Transfer” has the meaning set out in Clause 9.1(c).

“Revolut Card” means both Physical Revolut Cards and Virtual Revolut Cards.

“Revolut Cardholder Terms” means the terms and conditions between you and Revolut (acting as Card Issuer) relating to the issuance to you and the use by you of the Revolut Card.

“Revolut Card Purchase” has the meaning set out in Clause 9.2(b).

“Revolut Card Transaction” has the meaning set out in Clause 9.2.

“Revolut Dashboard” has the meaning set out in Clause 5.1.

“Revolut Dashboard Transaction” has the meaning set out in Clause 9.1

“Revolut Electronic Money Account” means an account with us in which Electronic Money is held.

“Revolut Services” means you being given access to the Revolut Dashboard via the Mobile App and being able to enter into Revolut Dashboard Transactions, you being issued with a Revolut Card and being able to enter into Revolut Card Transactions and the management of your Revolut Account and if you are a Premium User the Premium Service any other services provided by Revolut to you from time to time.

“Revolut Transactions” means both Revolut Dashboard Transactions and Revolut Card Transactions. “Revolut Transaction History” means the list of Revolut Transactions you have entered into, which is available on the Revolut Dashboard.

“Revolut Transaction Limits” means the limits Revolut imposes on the Revolut Transactions you can enter into, the details of which will be set out on the Revolut Dashboard.

“Revolut User” means a user of Revolut which is not you.

“Standard User” means an individual with a Revolut Account which is not a Premium User.

“Standard Revolut Card” means the tangible plastic card issued to Standard Users which allows Standard Users to enter into ATM Withdrawals and Revolut Card Purchases.

"Statement of Insurance" means the statement of insurance provided by White Horse Insurance Ireland dac which you can view [here](#) as same is updated from time to time.

"Stored Card" means the credit card, debit card, or other payment card, which you register for use on the Revolut Dashboard and which will be used by Revolut to receive funds against which we will issue Electronic Money to your Revolut Electronic Money Account or for other purposes under these Terms.

“Supplement(s)” means an agreement between Revolut and you for the provision of separate services by Revolut or one of its partners to you, which will be set out on the Website.

“Third Party Bank Transfer” means a payment from a person which is not you to one of our bank accounts, the details of which we shall provide to you, as part of the process of requesting a Top-Up.

“Top-Up” means you or a third party sending money to us in return for us issuing Electronic Money to your Revolut Electronic Money Account as further described in Clause 8.

"User", "you" or "your" means you being the business that has agreed to these Terms to use the Revolut Services.

“User Bank Account” means a bank account belonging to you.

“User Bank Transfer” means a transfer from a User Bank Account, performed by the User’s payment service provider, to one of our bank accounts, the details of which we shall provide to you or your bank, as part of the process of requesting a Top-Up.

“Virtual Revolut Cards” means the virtual non-tangible cards that allow you to enter into Revolut Card Purchases.

“Website” means our general website, the web address of which is www.revolut.com.

“Website Acceptable Use Policy” means the website acceptable usage policy which can be found on our Website.

“Website Terms” means the terms and conditions regarding the use of our Website which can be found on our Website.

"White Horse Insurance Ireland dac" has the meaning set out in Clause 2.3.

Cardholder Terms

THE CARD

1.1 These terms and conditions apply to any holder of this card ('the card'). By using your card you are demonstrating your agreement to these terms and conditions.

1.2 The card is promoted and issued by Revolut Ltd a company incorporated in England & Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom and head office is at 7 Westferry Circus, The Columbus Building, 4th Floor, London, United Kingdom, E14 4HD. Revolut is the issuer of Electronic Money in your Revolut Account and performs the payment services related to your Revolut Account. Revolut is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. We are included in the FCA's Register of Electronic Money Institution firms (Form Reference Number 900562) which can be found on the FCA website.

1.3 These terms and conditions are available online at www.revolut.com/cardholderterms. You can request a copy of these terms and conditions at any point in their duration.

DEFINITIONS

2.1 In these terms and conditions, the following words and phrases have the meanings shown next to them:

ATM means automatic teller machine or cashpoint facility or cash dispenser;

Business day means a day between and including Monday to Friday, between 9am and 5pm (UK time) except for bank or public holidays in England and Wales;

Card means your Revolut Prepaid Debit Mastercard® Card or Prepaid Debit Visa Card;

Card scheme means Mastercard or Visa;

EEA means the European Economic Area

Fees means a variety of charges that can be raised for purchase and ongoing use of the card;

General Terms of Service means the framework agreement which sets out the terms that you enter into Revolut Transaction(s); and the use of the Revolut Dashboard and other Revolut Services (those capitalised words have the meaning as defined in the General Terms of Service);

PIN means personal identification number i.e. the security number provided for use with the card;

Purse value means the maximum value of funds that can be held with the card any one time;

Supplier means a retailer, merchant or other supplier of goods and/ or services which accepts payment by means of a card, card number, PIN or card and signature;

Summary Box means the section that includes notification of charges, limits and restrictions associated with the card;

Supplier's bank is the merchant acquirer used by the supplier for the purposes of receiving payments arising from transactions.

Revolut means Revolut Ltd, the details of which are set out in condition 1.2;

Revolut Prepaid Debit Card means a card with the features set out in this document;

Verification of identity means confirming personal identity and address of you by conducting electronic verification of your details or by you providing documentation of identity;

We / us / our means Revolut or co-brand partners acting on our behalf;

Year 12 month period following the date when the card is issued to you and each subsequent 12 month period.

You / your means the person or persons who have received the card and are authorized to use the card as provided for in this Agreement;

USE OF THE CARD

3.1 The card is a prepaid debit product which can be used to pay for goods and services at retailers that display the Card Scheme symbol. To use the card, present it at the time of payment. Use it in full or part payment of your purchase.

3.2 Once basic personal information has been provided, the card may be loaded and used. This is subject to strict limits until we have verified your identity. We may require further information as set out in condition 16. Once these checks are passed, further limits may apply.

3.3 We will not charge you fees to load your Card when using a credit or debit card unless we are permitted to do so. If we are permitted to do so, the fees we shall charge for you to load your Card using a credit or debit card shall not exceed the costs we incur in doing so. Please see the separate fees schedule outlining the fees we charge in relation to the Revolut Services and these Cardholder Terms which can be found [here](#).

3.4 When you receive your card, you must use the Revolut mobile application to activate the card.

3.5 You must not make purchases that exceed the balance of funds available on the card. Your balance will be reduced by the amount of each purchase you make. If any purchase takes you over your available funds or the card limits in force from time to time and set out in condition 17 of the General Terms of Service (e.g. ATM withdrawal limit) the transaction will be declined.

3.6 You can use the card to make purchases in-store, via the internet or over the phone. The card can be used to obtain cash through ATMs. There is no cash back facility. This is not a debit card supported by a bank account, and is not in any way connected to a bank account. It is also not a guarantee card, charge card or credit card. You will not earn any interest on any funds loaded on to the card. You must not use the card for:

- A. transactions for cash (other than ATM withdrawal) including cash back, cash from a bank, money orders, or
- B. any illegal purposes.

3.7 We may stop, suspend or restrict your card or PIN on reasonable grounds relating to:

- A. the security of your card, card number or PIN, and

B. the suspected unauthorised or fraudulent use of your card or PIN. We will, if possible, inform you before stopping, suspending or restricting your card or PIN that we intend to do so and the reasons for doing this. If we are unable to do so then we will inform you immediately afterwards. The requirement to inform you does not apply where it would compromise reasonable security measures or it would be unlawful to do so.

3.8 We are not responsible for the quality, safety, legality, or any other aspect of any goods or services purchased with the card. We are not liable for the failure of any merchant to honour the card.

3.9 We will not issue the card under these terms and conditions to anyone under the age of 18 years old.

3.10 If you have been issued with a simplified due diligence card or limited features card then you may only use this at ATM machines in the UK and at retailers within Europe.

TRANSACTIONS

4.1 You agree that any use of your card, card number or PIN constitutes your authorisation and consent to a transaction.

4.2 You cannot stop a transaction after it has been transmitted to us by giving your consent to the transaction, or once you have given your consent to the supplier for a pre-authorised payment.

4.3 We may refuse a transaction or suspend or terminate the right to top up your card. We may do this if the relevant phone or computer link is busy. We may also do this if:

- A. a transaction might take you over your available funds on the card; or
- B. a transaction might take you over any of your card limits; or
- C. We reasonably believe that we need to do so to keep to the rules of the payment system under which your card is issued, or
- D. We reasonably believe that there are needs to do so to comply with any law or as a matter of good practice

FOREIGN CURRENCY TRANSACTIONS

5.1 The card can be used for transactions that are not in the currency of the card ("Foreign Currency").

5.2 If you make a Foreign Currency transaction, we will change the amount into the currency of the card at a competitive rate of exchange that is provided by financial exchanges.

5.3 Exchange rates may change. Please refer to our General Terms of Service for more information.

CHECKING YOUR BALANCE AND REVIEWING TRANSACTIONS

6.1 To check the available balance on your card, you can use the Revolut mobile application.

6.2 Using the login credentials you provided, you can access your transaction data via the Revolut mobile application.

6.3 You can review your transaction data in the form of statements either per individual transaction or via monthly statements, either option is available to you within the Revolut mobile application.

WHEN YOUR CARD EXPIRES

7.1 The card's expiry date is printed on the card. You must not use the card after its expiry date and you will not be able to reload it.

7.2 If you have used your card in the period of two weeks before its expiry date we will send you an email to inform you that we will automatically transfer the outstanding balance to a new card. You must tell us if you do not want your card to be renewed. To do this, contact us via the in-app support chat function in the Revolut mobile application.

7.4 If you renew your card in circumstances this agreement will continue to apply.

7.5 If you request that your card is not renewed or do not request a replacement, you will not be able to use your card after its expiry date. You can redeem any outstanding balance on the card up to 6 years after the expiry date by following the process in condition 8. If any balance remains on the card for more than 6 years after the expiry date, it will not be refunded.

REDEMPTION

8.1 You can redeem all or part of your balance up until the date that is 6 years after the expiry date shown on your card. We will transfer any redeemed funds into a bank account which is in your name. We may request proof from you of the account name.

LIABILITY

9.1 You must always make sure that you:

- A. sign your card as soon as you receive it and keep it safe.
- B. do not reveal your PIN and never write down your password(s), PIN or any security information you have given us unless you do this in a way that would make it impossible for anyone else to recognise any of that information;
- C. only release the card, card number or PIN to make (or try to make) a transaction, and

9.2 If your card is lost or stolen or someone else finds out the PIN or if you think your card, card number or PIN may be misused, you must;

- A. without undue delay, pause the card within your Revolut mobile application. You can also permanently cancel the card via the mobile application. If you do not have access to the mobile application, call us without undue delay on +44(0)203 322 83 52 (we have a 24 hour service) so that we can stop your card and PIN;
- B. stop using the card, card number or PIN immediately. If you find the card after you have temporarily paused it, you can re-enable it via the app and continue using it. If you find the card after you have reported it permanently lost, stolen or misused, please cut it up and dispose of it.

9.3 If your card is lost or stolen, you can order a replacement via the Revolut mobile application. We will charge a fee for replacement cards, although we may choose to waive the fee for the first replacement. For more information please refer to the General Terms of Service.

9.4 You may not be liable for any use of the card, card number, PIN or mobile application by another person who does not have your permission to use it or if it is lost, stolen or destroyed, and you have informed us of such events unless:

- A. you agreed to that person having your card, card number, PIN or mobile application credentials, or through gross negligence or carelessness, failed to comply with condition 9.1, in which case you may be liable for any use that occurs before you tell us in accordance with these terms and conditions, or

B. you acted fraudulently then, to the extent permitted by law, you may be liable for misuse of the card, card number, PIN or mobile application.

C. you may only be liable to a maximum of £35 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 £35 liability limit is applicable to each instance of loss, theft or misappropriation and not each transaction.

9.5 If you're due a refund for an unauthorised transaction, we'll make reasonable endeavours that you receive this no later than the end of the next Business day.

9.6 If your card is used without your permission, or is lost, stolen or if you think the card may be misused, we may disclose to law enforcement agencies any information which we reasonably believe may be relevant.

9.7 We will not be liable for:

A. any abnormal or unforeseeable circumstances outside our reasonable control (for example, a failure of computer systems which happens for reasons outside our reasonable control or any industrial action which happens for reasons outside our reasonable control) if this prevents us from providing its usual service;

B. any person refusing to accept or honour (or delays in accepting or honouring) your card, card number or PIN, or

C. any cash dispenser failing to issue cash. We will not be liable for the way in which you are told about any refusal or delay.

9.7 In case of errors or disputes about transactions, please contact us using the Revolut mobile application.

ALTERING THESE TERMS AND CONDITIONS

10.1 These Terms may be amended unilaterally by us, by providing you with two months' notice. These changes will be deemed to have been accepted by you where you do not, before the proposed date of the entry into force of the changes, notify us to the contrary. If you do notify us to the contrary, your notification will be deemed to be a notice that you wish to close your Revolut Account and terminate these Terms on the date upon which the changes are to take effect.

10.2 Where an amendment to the Terms is required by law or relates to the addition of a new service, extra functionality to the existing Service, a reduction in the cost of

the Services or any other change which neither reduces your rights nor increases your responsibilities, the amendment may be made without prior notice to you and shall be effective immediately.

10.3 If we change these terms and conditions, the new terms and conditions will be available at www.revolut.com/terms from the date the change takes place.

10.4 You will be deemed to have accepted any change to these terms and conditions unless you notify us of any objection before the proposed date of the change.

10.5 Between receipt of the notice and the proposed date of change, if you notify us that you do not accept the change, this agreement will terminate immediately and subject to condition 8.1 you can redeem your total balance at that time without charge.

CANCELLATION RIGHTS

11.1 If you change your mind about having the card, you can cancel it at any time without charge.

11.2 We will refund any balance remaining on the card to you.

11.3 We will reimburse you in the currency the same as that of your pre-paid card.

ENDING THIS AGREEMENT

12.1 We may terminate this agreement at any time. Unless there are exceptional circumstances we will give you 2 month's prior written notice.

12.2 You can terminate this agreement by contacting us via our in-app support chat function.

12.3 If you do not redeem your full balance within 6 years of your card's expiry date, this agreement terminates.

GENERAL

13.1 By entering into this agreement you agree that we may use your information in accordance with the 'How we use your information' section of these terms and conditions, as set out in condition 16.

13.2 You must provide us with an email, postal address and phone number and let us know of any changes.

13.3 We may transfer our rights or obligations under this agreement or arrange for any other person to carry out its rights or obligations under this agreement. You may not transfer any of your rights or obligations under this agreement.

13.4 We can delay enforcing its rights under this agreement without losing them.

13.5 If we cannot enforce any paragraph, condition or part of a paragraph or condition under this agreement, it will not affect any of the other paragraphs, conditions or the other part of the paragraph or condition in this agreement.

13.6 This agreement is governed by the law of England and Wales. The language of this agreement is English and all notices and information given under this agreement will be in English.

PAYMENT SERVICES INFORMATION

14.1 This condition 14 only applies if the supplier's bank is located within the European Economic Area (EEA) and the payment services being carried out are transacted in Euro, or another currency of an EEA member state.

14.2 We will ensure that a transaction you make is credited to the supplier's bank, or that returned funds following redemption or cancellation are credited to your bank within these timescales:

Type of Transaction	Timescale
Transaction carried out in a currency other than Euro (€) or Pounds Sterling (£), Or Transaction involving more than one currency	By the end of the fourth business day following the day on which the transaction or order is received
Any other Transaction	By the end of the business day following the day on which the transaction order is received

14.3 If you use your card or provide your card details to a supplier to make a transaction before you know the amount which is going to be charged to your card, we will not block funds on your card unless you authorise the exact amount to be blocked. This could be the case for payments you make at hotels for example. We shall release any blocked funds in accordance with this clause 14.3 without undue

delay as soon as we are aware of the exact amount of the payment transaction and immediately after receipt of the relevant payment order.

14.4 On receipt of such a request under condition 14.3, we may require you to provide us with the information to ascertain whether the conditions in condition 14.3 have been met. Within 10 business days of receiving a request from you under condition 14.3 or of receiving any additional information required under this paragraph, we will provide a refund or justify why we are refusing the request.

14.5 We are liable for the correct execution of the transaction unless we can prove that the transaction was received by the supplier's bank, in which case the supplier's bank is liable to the supplier. You may request that we make immediate efforts to trace an incorrectly executed transaction and notifies you of the outcome.

14.6 When a supplier initiates a transaction it is the supplier's bank which is liable for the correct transmission of the relevant details to us. If the supplier's bank can prove that it is not responsible for a transaction which has failed or has been incorrectly executed, we will be responsible to you.

14.7 If we are responsible for an incorrect amount of a transaction being deducted from your balance, we will correct the error. If we are responsible for a transaction being deducted from your balance which you did not authorise, we will refund the amount of the transaction to your balance and treat the transaction as if it had never occurred. You must inform us of an unauthorised or incorrect transaction as soon as possible and in any event no later than 13 months after the debit date. If you do not do so, we may not be liable.

14.8 We are not liable if you incorrectly identify the supplier under a transaction. In such a case, we will make reasonable efforts to recover the funds involved.

14.9 We can already return money paid to your Revolut Account by mistake, however, if you don't think a payment made to you from a payment service provider in the EEA was a mistake, we may also be allowed to share your personal information with the paying payment service provider so that you can be contacted directly. This is because we are required to cooperate with other payment service providers and share all relevant information in order to assist with tracing money which is sent to the wrong person.

14.10 If you are able to make payments directly from your Revolut Account to another person and if a payment you asked us to make within the EEA arrives later than it

should have, you can ask us to contact the receiving bank and ask them to treat it as if it was made on time.

COMPLAINTS AND HOW TO CONTACT US

15.1 If you would like to make a complaint, or contact us for any other reason connected to these terms and conditions please contact us via the in-app support chat function. You should clearly indicate that you are wishing to make a complaint to us. We have procedures in place to make sure that we handle your complaint fairly and quickly. For more information please refer to the Complaints Policy and General Terms of Service.

15.2 We will try to resolve any complaints you have about your Card or the service we provide to you within 15 Business days of receiving your complaint and in exceptional circumstances, within 35 Business days (and we will let you know if this is the case).

15.3 If you are not satisfied with the outcome of your complaint, you can contact the Financial Ombudsman Service by writing to Exchange Tower, London, E14 9SR; calling them on 0800 023 4567 or 0300 123 9123; emailing on complaint.info@financial-ombudsman.org.uk; or through their website www.financial-ombudsman.co.uk.

HOW WE USE YOUR INFORMATION

16.1 We will search your record at credit reference and fraud prevention agencies. These searches are to check your identity and we do not carry out full credit reference checks or credit scoring for this purpose. We will use an automated decision-making system to assess your application and verify your identity.

A. If we are unable to verify your identity adequately, we may ask you to provide some documentary evidence to help confirm your identity and address.

16.2 Credit reference agencies may check the details you supply against any particulars on any database (public or otherwise) to which they have access. An unrecorded enquiry will be made. An unrecorded enquiry is a search that was not made for lending purposes. It cannot affect your credit rating or score when you apply for credit. It is not seen by other lenders. It is included on your credit report so you know the search was made but does not affect your credit rating, or score, when you apply for credit.

16.3 If you give us false or inaccurate information and we identify fraud, we will record this with fraud prevention agencies. Law enforcement agencies may access and use this information.

A. The fraud prevention agencies will share records with other organisations. We and other organisations may access and use the information recorded by fraud prevention agencies overseas.

B. Please contact us via the Revolut mobile application if you would like details of those credit reference and fraud prevention agencies. You have a legal right to these details.

C. You have certain rights to receive a copy of any information we hold about you. Please contact us via the Revolut mobile application. We may charge you for this service.

16.4 Some information held by credit reference and fraud prevention agencies will be disclosed to us and other organisations in order to prevent fraud and money laundering, by checking applications for credit, credit-related or other facilities, proposals and claims for all types of insurance, job applications and employee records, and to verify your identity.

16.5 The information held by these agencies may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

16.6 When you have an agreement with us we may use the following types of information about you:

A. information you give us or we already hold about you, including any phone number you call us from, which we may record;

B. information available about your usage or configuration of your mobile device, including the presence of other applications, unique device-identifying information, and any identifying cellular network, IP, wifi or bluetooth data;

C. information you give us explicit permission to access from your mobile device, including your address book, photos, geolocation, data from your cameras or microphones (You may choose not to give permission to share this data, but it may restrict the usage of certain features of the mobile application);

D. information from any social network or other online accounts that you choose to share with us;

- E. information we receive when making a decision about your application or agreement, including information we receive from enquiries and searches made in your name with credit reference and fraud prevention agencies;
- F. information (including details of payments and transactions) we may hold about any managed account or policy which you hold with or through us, and
- G. information we receive from anyone who is allowed to provide us with information about you.

16.7 We will process, use, manage, control, release and record information about you to:

- A. search credit reference and fraud prevention agencies' records (including information from overseas) to manage your account;
- B. manage your accounts and policies, and manage any application, agreement or correspondence you may have with us;
- C. carry out, monitor, analyse and improve our business;
- D. contact you by post, by phone or in another way about other products and services which we consider may interest you – unless you tell us that you prefer not to receive direct marketing;
- E. fight fraud, money-laundering, terrorism and other crimes, and

1. keep to any laws or regulations in any country

16.8 We may reveal information about you:

- A. to any person working for us or our co-brand partner
- B. to fraud prevention agencies;
- C. to any organisation which backs any of our products which you hold;
- D. to any payment system under which we issue your card;
- E. if a payment is processed through a worldwide payment system, to certain authorities in order to detect and prevent terrorism (including authorities outside the UK);
- F. to any person to whom we transfer any of our rights or obligations under any agreement we may have with you, and
- G. to anyone you authorise us to give information about you to.

16.9 Processing your information, as described above, may involve sending it to other countries outside of the EEA including the United States of America. In such circumstances we are responsible for making sure that your information continues to be protected.

16.10 We will keep information about you for only as long as we need to or is required to meet legal obligations.

CONTACTING YOU IN AN EMERGENCY

17.1 We may need to contact you urgently if we suspect or find fraudulent activity has occurred on your Revolut Account (provided we are not prohibited from doing so by law) or if we suffer a security threat. To do so, we may (for example) send you a text message instead of calling or emailing you, if we think this is the quickest way to contact you. When we contact you, we will also give you information on how you can minimise any risk to your Card depending on the nature of the security threat.

17.2 We'll use the same contact details which you have already provided us with when contacting you. You must inform us immediately if your personal details or contact information change.

Complaints Policy

How to make a complaint

If you have a complaint, the best way is to contact us via the in-app chat.

Please make it clear that you are making a complaint when you get in touch. By doing this, you'll help us to make sure your problem goes through the right process, and that the issue is resolved as quickly as possible.

You can also:

- Submit a [form](#)
- Email us at formalcomplaints@revolut.com

Once we have received your complaint we will acknowledge this via email. We will then investigate all the details of your complaint, and issue our response within a couple of days, but this can take up to 15 business days. If you are not happy with our resolution you can refer your complaint to the [Financial Ombudsman Service](#).

Fees & Pricing

Premium Subscription Fees

If paying monthly (payable monthly in arrears)	If paying annually (payable annually in advance)
£6.99 / €7.99 / 8.99USD / 8.99CHF / 29.99PLN / 59.99DKK / 76.99NOK / 76.99SEK / 29.99RON / 174.99CZK	£72.00 / €82.00 / 92.00USD / 92CHF / 300PLN / 620.00DKK / 790.00NOK / 790.00SEK / 300.00RON / 1750.00CZK

Metal Subscription Fees

If paying monthly (payable monthly in arrears)	If paying annually (payable annually in advance)
£12.99 / €13.99 / 15.99USD / 15.99CHF / 49.99PLN / 109.99DKK / 139.99NOK / 139.99SEK / 54.99RON / 299.99CZK	£120.00 / €135.00 / 160.00USD / 160.00CHF / 500.00PLN / 1000.00DKK / 1300.00NOK / 1300.00SEK / 500.00RON / 3000CZK

The subscription fees will be charged to your Revolut Account in your base currency, as determined by your registered address.

Service	Standard User	Premium	Metal	
		User	User	
Mobile App	Free	Free	Free	
Account Management	Free	Free	Free	
Security Features	Free	Free	Free	
Virtual Revolut Card Issuance	Free	Free	Free	
Charge				
Physical Revolut Card Issuance	Free	Free*	Free**	
Charge				

Service	Standard User	Premium User	Metal User
Physical Revolut Card Delivery Charge	£4.99 or currency equivalent, unless you ask for Global Express Delivery in which case £11.99 (UK), €19.99 (EU) €29.99 (everywhere else) or currency equivalent.	Free*	Free

*If you order a physical Revolut Premium card and subsequently cancel your Premium or Metal membership within the first 14 days of upgrading your Revolut account, we will charge you £10 (or currency equivalent) for your use of the Premium Services or Metal Services during that time.

**If you order a physical Revolut Metal card and subsequently cancel your Metal membership within the first 14 days of upgrading your Revolut account, we will charge you £50 (or currency equivalent) for your use of the Metal Services during that time.

Additional Revolut Card Charges

Service	Standard User	Premium User	Metal User
Spare Premium Revolut Card	Not applicable	Free	Free
Spare Metal Revolut Card	Not applicable	Not applicable	Free*
Additional Virtual Revolut Card Issuance Charge	£4.99 or currency equivalent	Free	Free
Additional Physical Revolut Card Issuance Charge	£4.99 or currency equivalent	Free	Free

Service	Standard User	Premium User	Metal User
Physical Revolut Card Delivery Charge	£4.99 or currency equivalent, unless you ask for Global Express Delivery in which case £11.99 (UK), €19.99 (EU) €29.99 (everywhere else) or currency equivalent	Free	Free

*If you are on Revolut Metal you can only have one active Metal Card at a time. You will be entitled to order one free replacement Metal Card per year for any cards reported lost or stolen, with any additional Metal Cards incurring a charge of £50.

Top-Up Charges

	Standard User	Premium User	Metal User
Bank Transfer	Free	Free	Free
Top-Up via Stored Card	Free (Debit Card) Free (Credit Card)	Free (Debit Card) Free (Credit Card)	Free (Debit Card) Free (Credit Card)

Please note that if you top up with a card that has not been issued within the EEA (e.g. a US based card) or you top up with a commercial card then we may charge a small fee just to cover our costs.

Revolut Transaction Charges

Service	Standard User	Premium User	Metal User
Instant Transfers	Free	Free	Free
Turbo Transfers	£5 / €6 / 6USD / 25PLN / 6CHF / 45DKK / 55SEK / 55NOK / 25RON /	Free	Free

Service	Standard User	Premium User	Metal User
	140CZK or currency equivalent		
Revolut Bank Transfers	As advised prior to entering into Bank Transfer. ATM Withdrawals up to £200 / €200 / 200USD / 200CHF / 800PLN / 1,500DKK / 2,000SEK / 2,000NOK / 800RON /	As advised prior to entering into Bank Transfer. ATM Withdrawals up to £400 / €400 / 400USD / 400CHF / 1600PLN / 3,000DKK / 4,000SEK / 4,000NOK / 1,600RON /	As advised prior to entering into Bank Transfer. ATM Withdrawals up to £600 / €600 / 600USD / 600CHF / 2400PLN / 4,500DKK / 6,000SEK / 6,000NOK / 2,400RON /
ATM Withdrawal Fee	4,500CZK or currency equivalent per month are free. Anything over the above limits is charged at 2% of value of ATM Withdrawal.	9,000CZK or currency equivalent per month are free. Anything over the above limits is charged at 2% of value of ATM Withdrawal.	13,500CZK or currency equivalent per month are free. Anything over the above limits is charged at 2% of value of ATM Withdrawal.

Exchange Rates

	Standard User	Premium User	Metal User
Exchange rate for Electronic Money Exchanges and Monetary Exchanges when the value of the Electronic Money Exchanges and Monetary Exchanges in the given month has not yet reached or is equal to: £5,000 / €6,000 / 6,000CHF / 20,000PLN / 40,000DKK / 50,000NOK / 50,000SEK /	The Standard Exchange Rate as set out in the	The Standard Exchange Rate as set out in the	The Standard Exchange Rate as set out in the

	Standard User	Premium User	Metal User
20,000RON / 120,000CZK or the equivalent thereof in other currencies	table below.	table below.	table below.
Exchange rate for Electronic Money Exchanges and Monetary Exchanges when the value of Electronic Money Exchanges and Monetary Exchanges in a given month has exceeded: £5,000 / €6,000 / 6,000CHF / 20,000PLN / 40,000DKK / 50,000NOK / 50,000SEK / 20,000RON / 120,000CZK or the equivalent thereof in other currencies	The Non-Standard Exchange rate, being the Standard Exchange Rate, as set out in the table below plus 0.5%.	The Standard Exchange Rate as set out in the table below.	The Standard Exchange Rate as set out in the table below.

Please note that a small 0.5% fee for anything above £5,000 (or currency equivalent) each month will be removed from the currency that you are converting into - we call this the receiving currency. The billing cycle for all charges are as follows for users who:

- Calendar month: joined before 16 March 2017;
- Rolling month: joined after 16 March 2017; and
- Rolling month: for any user who upgraded their Revolut Account from Standard to Premium/Metal or has downgraded from Premium/Metal to Standard.

The Standard Exchange Rates

Currencies	During FX market hours	Outside of FX market hours
USD, GBP, EUR, AUD, CAD, NZD, CHF, JPY, SEK, HKD, NOK, SGD, DKK, PLN and MXN only.	The interbank rate. The interbank rate is provided by financial exchanges and may be delayed as specified by financial our data providers.	0.5% above the interbank rate on any exchange.

Currencies	During FX market hours	Outside of FX market hours
All other currencies except THB, RUB and UAH.	The interbank rate. The interbank rate is provided by financial exchanges and may be delayed as specified by financial exchanges or our data providers.	1.0% above the interbank rate on any exchange.
THB, RUB and UAH.	1.0% above the current interbank rate on all exchanges.	2.0% above the interbank rate on any exchange.

Please note that the above exchange rates are a guide only. We do not guarantee the above exchange rates. It is your responsibility to ensure that you are happy with the Exchange Rate for each Revolut Transaction you enter into prior to entering into the Revolut Transaction.

Foreign currency exchange rates are subject to fluctuations outside our control. Past movements or trends in the movement of foreign currency exchange rates should not be taken as an indicator of future movements in such exchange rates.

Revolut for Business fees and limits

If paying monthly (payable monthly in arrears)	Payable monthly in arrears*
Start Plan (you have a Monthly Top Up Limit of £100,000 or equivalent in other currencies)	£/€25
Standard Plan (you can Top Up more than £100,000 but your Monthly Top Up Limit is £1,000,000 or equivalent in other currencies)	£/€100
Professional Plan (you have no Monthly Top Up Limit, i.e. you can Top Up more than £1,000,000 or equivalent in other currencies)	£/€1000

*Fee subject to the country a business is registered in.

Revolut Card Fees and ATM Withdrawal Fees

Revolut Physical Card Issuance Charge	Free
Revolut Physical Card Standard Delivery Charge	£6
Revolut Physical Card Global Express Delivery Charge	£12*
Revolut Virtual Card Issuance Charge	Free
ATM Withdrawal Fee	2% of value of ATM Withdrawal
Bank Transfers	Depends upon the nature of the transaction. See FAQs for more information.

Privacy Policy

Revolut Ltd ("we" or "us") are committed to protecting and respecting your privacy.

1. SCOPE OF POLICY

1.1 This policy together with the General Terms of Service and our Business Terms of Service and our Business Terms (as applicable) apply to your use of:

- a) our website at revolut.com (the "Site") including, without limitation, the Revolut Dashboard available to Revolut Dashboard Users pursuant to the Business Terms;
- b) the Revolut Mobile App ("App") once you have downloaded a copy of the App onto your mobile telephone or handheld device ("Device"); and
- c) any of the services accessible through the App or the Site (the "Services").

1.2 This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed and used by us.

Controller

We are the data controller responsible for your personal data and we are registered with the Information Commissioner's Office with reference number ZA114540.

Data Protection Officer

We have appointed a data protection officer ("DPO"). Our DPO has a number of important responsibilities including:

- monitoring Revolut's compliance with the GDPR and other data protection laws;
- raising awareness of data protection issues, training Revolut staff and conducting internal audits; and
- cooperating with supervisory authorities such as the ICO on our behalf.

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us or our DPO via in-App support.

Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

So that we're clear and there's no misunderstanding about how we handle your personal data, we will:

- Always keep your data safe and private.
- Never sell your data.
- Allow you to manage and review your marketing choices at any time.

2. COOKIES

2.1 We use cookies to distinguish you from other users of the App or the Site. This helps us to provide you with a good experience when you use the App or browse our Site and also allows us to improve the App and our Site. For detailed information on the cookies we use and the purposes for which we use them, see our cookie policy. <https://revolut.com/cookies-policy>.

3. INFORMATION WE COLLECT ABOUT YOU

3.1 We will collect and process the following data about you:

- a) Information you give us "**Submitted Information**": This is information you give us about you by filling in forms on the App and/or the Site, or by corresponding with us (for example, by e-mail or via the chat functions on the App and/or the Site). It includes information you provide when you register to use the App, download or register the App, subscribe to any of our services, enter into any transaction on the App or the Site (such as a Top Up, Instant Transfer, Revolut Bank Transfer, Electronic Money Exchange), participate in discussion boards or other social media functions on the App or the Site, enter a competition, promotion or survey and when you report a problem with an App, the Services, or the Site. If you contact us, we will keep a record of that correspondence. The information you give us may include your name, address, date of birth, e-mail address, phone number, the Device's phone number, username, password and other registration information, financial, details of your bank account including the bank account number, bank sort code, IBAN, details of your debit and credit cards including the long number, relevant expiry dates and CVC, identification document numbers, copies of identification documents (for example, passport, driving licence and utility bill) personal description and photograph and any other information you provide us in order to prove your eligibility to use our services.

- b) Information we collect about you and your device. Each time you visit the App or our Site we will automatically collect the following information:
 - (i) technical information, including the internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, device information and the type of mobile device you use, a unique device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting "**Device Information**";
 - (ii) information about your visit, including the full uniform resource locators (URL), clickstream to, through and from our site (including date and time), services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, device information;
 - (iii) transaction information including date, time, amount, currencies used, exchange rate, beneficiary details, details and location of the merchant or ATMs associated with the transaction, IP address of sender and receiver, sender's and receiver's name and registration information, messages sent or received with the payment, device information used to facilitate the payment and the payment instrument used;
 - (iv) information stored on your Device, including if you allow Revolut access contact information from your address book, login information, photos, videos or other digital content, check ins (Content Information). The App will periodically recollect this information in order to stay up-to-date;
 - (v) details of your use of our App or your visits to our Site including transaction details relating to your use of our services, including who you have sent money or electronic money to, foreign exchange transactions you have entered into, the time, date and location of the place the transaction was entered into.
- c) Location Information. We use GPS technology and your IP address to determine your location – this may be used when the App is running in the foreground and the background of your Device. This is used to prevent fraud, for instance if your mobile phone is saying that you are based in the UK but your card is being used to enter into an ATM Withdrawal or point of sale purchase in Spain, we may not allow that transaction to be processed. Our card protection and fraud-prevention measures require this personal data for the feature to work. If you wish to use the particular feature, you will be asked to consent to your data being used for this purpose. You can withdraw your consent at any time by disabling location permission for the Revolut App within your device settings "**Location Information**".

- d) Information to help us deliver our service to you. We work closely with third parties in order to help us deliver our Service to you. These third parties are business partners (such as those we partner with to offer additional Revolut Services like credit), sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies, fraud prevention agencies, customer service providers and developers. Information we may collect about you from such parties can include credit search information, information which helps us to verify your identity or information relating to your payment transactions. Please see the 'Disclosure of your Information' section for more information.
- e) If you allow us to, we will collect friends lists from Facebook and similar information from other third parties such as Twitter and Google – the App will periodically re-collect this information in order to stay up-to-date.

4. USES MADE OF THE INFORMATION

4.1 Below is a summary of the key types of data that we make use of as part of the Revolut Services. For more information on how these types of data are used and for which purposes then please see the table below.

We use information held about you in the following ways:

- (a) Submitted Information: We will use this information:
 - to carry out our obligations arising from any transactions you enter into with us, for example Top Ups, Instant Transfers, Revolut Bank Transfers, Electronic Money Exchanges, ATM Withdrawals and Revolut Card Purchases and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
 - to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. Please see the section on 'Third Party Services' below for more information;
 - to verify your identity to protect against fraud, comply with financial crime laws and to confirm your eligibility to use our products and services;
 - to notify you about changes to our service;
 - to facilitate social interactions through our services and to make you aware if any of your contacts who are Revolut Users and have location services enabled, are in the same area as you. You can switch off location services in relation to this feature in the privacy settings of the payments section of the Revolut App;

- to make you aware if any of your contacts who are Revolut Users have utilised any of Revolut's products or features. You can ask us to stop sending you marketing pushes at any time by adjusting your marketing preferences via the privacy section of the Revolut App; and
- to ensure that content from our site is presented in the most effective manner for you and for your computer.
- (b) Device Information: We will use this information:
 - to administer our Site and the App for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our Site and the App to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our Site and the App safe and secure;
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
 - to make suggestions and recommendations to you and other users of our Site and the App about goods or services that may interest you or them;
 - to verify your identity, protect against fraud, comply with anti-financial crime laws and to confirm your eligibility to use our products and services; and
 - to comply with our regulatory obligations.
- c) Location Information: We will use this information:
 - to deliver relevant advertising to you, for example, information on nearby merchants;
 - to protect against fraud; and
 - to make you aware if any of your contacts, who are Revolut Users and have location services enabled, are in the same area as you. You can switch off location services in relation to this feature in the privacy settings of the payments section of the Revolut App.
- d) Third Party Information: We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information:
 - to help us better understand your financial circumstances and behaviour so that we may make decisions about how we manage your Revolut Account;
 - to process applications for products and services available through us including making decisions about whether to agree to approve any applications; and
 - for the purposes set out above (depending on the types of information we receive).

4.3 We may associate any category of information with any other category of information and will treat the combined information as personal data in accordance with this policy for as long as it is combined.

For example, we may use credit reference agencies to carry out credit searches on you, so that, when you apply for credit products or when we suggest credit products to you via the Revolut App, we will be able to tailor our credit offering to your needs. The use of credit reference agencies and fraud prevention agencies is not limited to such agencies based in the United Kingdom and includes such agencies overseas. Any such search under this section may leave a footprint on your credit file. You acknowledge that we may carry out such credit search in the knowledge that it may leave a footprint on your credit history. We do not allow joint account holders, however in certain circumstances credit reference agencies may link your record with your spouse, partner or other financial associate. In certain circumstances, you are entitled to access your personal records held by credit and fraud prevention agencies. If you would like details of the credit reference and fraud prevention agencies from which we have obtained or may obtain information about you, please contact us via in-App support. You can withdraw your consent to be credit searched at any time by contacting a member of our support team via our in-App chat function.

4.4 If we decide to engage advertisers to promote our products and services, the advertisers and their advertising networks may require anonymised personal data to serve relevant adverts to you and others. We will never disclose identifiable information about individuals to advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help our advertising partners provide a tailored and targeted campaign, relevant for a sub-section of our users (for example, women in Paris). In some instances we may use personal data we have collected from you to enable our advertising partners to display their advertisement to their target audience.

Purposes for which we will use your personal data

4.5 We have set out below, in a table format, a description of all the ways we use your personal data as stated above, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact

us via in-App support if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

What we use your information for	Type of Information	Our reasons	Our legitimate interests
To provide the Revolut Services:		Fulfilling contracts	Being efficient about how we fulfil our legal and contractual duties.
To carry out our obligations arising from any transactions you enter into with us, for example Top Ups, Instant Transfers, Revolut Bank Transfers, Electronic Money Exchanges, ATM Withdrawals and Revolut Card Purchases and to provide you with the information, products and services that you request from us.	Submitted Information	Our legitimate interests Our legal obligation	Our commercial interest in providing you with a good service. Complying with regulations that apply to us.
To combat against fraud:	Submitted Information	Fulfilling contracts.	Developing and improving how we deal with financial crime, as well as
To verify your identity to protect against fraud, comply with financial crime laws and to confirm your eligibility to use our products and services; and	Device Information	Our legitimate interests.	complying with our legal duties in this respect.
To help us better understand your financial circumstances and behaviour so that we may make decisions about how we manage your Revolut Account;	Third Party Information	Our legal obligation	Complying with regulations that apply to us.
To help market and provide new products and services that interest you:	Submitted Information	Our legitimate interests.	Developing products and services for existing customers and any applicable fees in relation to them.
To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;	Device Information	Our legitimate interests.	Defining types of customers for new
	Third Party Information		

To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you;

products or services.

To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you

Being efficient about how we fulfil our legal and contractual duties.

To make suggestions and recommendations to you and other users of our Site and the App about goods or services that may interest you or them; and

Seeking your consent when we need it to contact you.

To process applications for products and services available through us including making decisions about whether to agree to approve any applications.

To keep the Revolut Services up and running:

To administer our Site and the App for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; to ensure that content from our site is presented in the most effective manner for you and for your computer;

Submitted Information Device Information Fulfilling contracts Our legitimate interests Our legal obligation

Being efficient about how we fulfil our legal and contractual duties.

Complying with regulations that apply to us.

To allow you to participate in interactive features of our service, when you choose to do so;

To notify you about changes to our service; and As part of our efforts to

keep our Site and the App safe and secure.

Facilitate social interactions:

To facilitate social interactions through our services and to make you aware if any of your contacts who are Revolut Users and have location services enabled, are in the same area as you; and

To make you aware if any of your contacts who are Revolut Users have utilised any of Revolut's products or features.

Submitted Information

Device Information

Location Information

Developing new products and services or enhancing existing products and services.

Our legitimate interests Being efficient about how we fulfil our legal and contractual duties. Seeking your consent when we need it to contact you.

To provide location-based Services:

To deliver relevant advertising to you, for example, information on nearby merchants; To protect against fraud; and To make you aware if any of your contacts, who are Revolut Users and have location services enabled, are in the same area as you.

Location Information

Fulfilling contracts

Our legitimate interests

Our legal obligation

Developing products and services.

Being efficient about how we fulfil our legal and contractual duties.

Complying with regulations that apply to us.

What do we mean when we say:

Legitimate Interest: this means the interest of ours as a business in conducting and managing Revolut to enable us to provide to you the Revolut Services and offer the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Fulfilling a Contract: this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Our Legal Obligation: this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

5. MARKETING

5.1 We want to make it crystal clear how we use your data for marketing purposes and how you can 'opt-out' from receiving any marketing communications from us whenever you want.

5.2 We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We have established a 'Privacy' section within the 'Profile' section of the App where you can view and make certain decisions about your personal data use in relation to marketing emails and push notifications. Please see the 'Privacy' section within the 'Profile' section of the App for more details.

PROMOTIONAL OFFERS FROM US

5.3 We may use your personal data (such as your Submitted Information, Location Information or transaction information) to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

5.4 You will receive marketing communications from us if you have signed up to and/or utilise the Revolut Services and, in each case, you have not opted out of receiving marketing notifications.

THIRD-PARTY MARKETING

5.5 We will obtain your express opt-in consent before we share your personal data with any company outside the Revolut group of companies for marketing or promotional purposes.

OPTING OUT

5.6 You can ask us or third parties to stop sending you marketing messages at any time by adjusting your marketing preferences via 'Privacy' section found within the

'Profile' tab of the App or by following the unsubscribe links on any marketing message sent to you.

6. DISCLOSURE OF YOUR INFORMATION

DATA PROCESSING PARTNERS

6.1 We will disclose the data we collect from you to certain third parties who use personal data in delivering their services to us, they use data securely and confidentially and under strict contractual controls in accordance with data protection laws and enforced by Revolut.

6.2 We send personal data to the following sets of data processors in order to perform the Revolut Services:

- a) Fraud prevention agencies
 - This is in order to verify your identity, protect against fraud, comply with anti-money laundering laws and to confirm your eligibility to use our products and services. Please note that If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by contacting Revolut support via in-App chat.
- b) Cloud storage providers
 - This is in order to safely and securely store your data with Revolut;
- c) Banking and financial services partners
 - Financial services providers that help us provide the Revolut Services including banking partners, banking intermediaries and international payments services providers;
- d) Credit reference agencies
 - For the purpose of assessing your credit score. Please see section 4.3 above for more information;
- e) Card manufacturing/personalisation and delivery companies
 - For the purpose of creating your personalised Revolut card and delivering this to you at your requested address;
- f) Advertisers and analytics providers
 - If we decide to engage advertisers to promote our products and services, the advertisers and their advertising networks may require anonymised personal data to serve relevant adverts to you and others. We will never disclose identifiable information about individuals to advertisers, but we may provide them with aggregate

information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help our advertising partners provide a tailored and targeted campaign, relevant for a sub-section of our users (for example, women in Paris). In some instances we may use personal data we have collected from you to enable our advertising partners to display their advertisement to their target audience;

- We also use analytics and search engine providers that assist us in the improvement and optimisation of our site;
- g) Companies within the Revolut group
- In order to provide a unified service across all of our products and services, we may disclose your personal information to any member of the Revolut group, which means any of our subsidiaries or related entities. Companies in the Revolut group will be acting as joint controllers or processors in order to provide the Revolut Services. For example, we may share your data with Revolut Travel Ltd, an FCA authorised and regulated subsidiary of Revolut Ltd, in order to provide insurance mediation services.

6.3 We may also disclose your personal information in the following circumstances:

- If Revolut or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request.
- In order to:
 - (i) enforce or apply the General Terms of Service and/or the Business Terms and/or any other agreements between you and us or to investigate potential breaches; or
 - (ii) protect the rights, property or safety of Revolut, our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

THIRD PARTY SERVICES PARTNERS

6.4 We may share your data in order to provide certain services to you upon your request. For example, we will share your data with our lending partners so that they may credit score you and provide you with a loan or we may share your data with one of Revolut's insurance partners so that they can provide insurance services to you or for Revolut for Business customers we may share your data with our integrated partners when you enable this function via Revolut Connect. Your data will only be sent across in these instances once you have requested to utilise these services. You can withdraw your consent at any time by contacting support via our in-App chat

function, however please be aware that this may impact your ability to use such services going forward. Please remember that when we share your data with our partners in such instances that you will also be subject to our partner's privacy policy as well.

6.5 From time-to-time, we may partner with certain third parties in order to offer you co-branded services or promotional offers. In order to provide these services to you and to allow us and any associated third party to optimise their/our offering to you, we will share some of your personal data with such third parties. We will obtain your express opt-in consent before we share your personal data with any company outside the Revolut group of companies for these purposes.

6.6 You can withdraw your consent at any time after giving your explicit opt-in consent by contacting support via in-App chat and letting us know.

7. STORAGE SECURITY & INTERNATIONAL TRANSFERS

7.1 The data that we collect from you will be transferred to, and stored at, a destination inside the European Economic Area (EEA). As we provide an international service your data may be processed outside of the EEA in order for us to fulfill our contract with you to provide the Revolut Services. We will need to process your personal data in order for us, for example, to action a request made by you to execute an international payment, process your payment details, provide global anti-money laundering and counter terrorist financing solutions and provide ongoing support services. We will take all steps to ensure that your data is treated securely and in accordance with this privacy policy.

7.2 All information you provide to us is stored on our secure servers. Any payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted using Secured Sockets Layer technology or a secure virtual private network. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our App and/or our Site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

7.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our App or our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

7.4 Certain Services include social networking, chat room or forum features. Ensure when using these features that you do not submit any personal data that you do not want to be seen, collected or used by other users.

8. RETAINING YOUR INFORMATION

8.1 Revolut is obligated under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (SI 2017/692) to retain personal data about you and your Revolut Transactions for a period of five years. Also, as an FCA authorised e-money institution, we are under further regulatory obligations to retain your data for a certain amount of time. Under the E-Money Regulations 2011 you have the right to redeem your e-money up to six years after termination of your Revolut Account. We therefore use this retention requirement as a benchmark for all personal data that we receive from you. In order to not hold your information for longer than is strictly necessary we will not hold any of your personal data for more than 6 years after the termination of our business relationship.

9. YOUR LEGAL RIGHTS

You have rights under data protection laws in relation to your personal data. Please see below to find out more about these rights:

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you. If you require this, then please reach out to our support team via the in-App chat function.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. If you require this, then please reach out to our support team via the in-App chat function.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always

be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. As an FCA authorised firm, Revolut is under certain obligations to retain certain data for a minimum of 6 years (see above). Please note that these retention requirements supersede any right to erasure requests under applicable data protection laws.

Object to processing of your personal data. This is in situations where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights. As an FCA authorised firm, Revolut is under certain obligations to process and retain certain data for compliance purposes. Please note that these requirements supersede any right to objection requests under applicable data protection laws. If you object to the processing of certain data then we may not be able to provide the Revolut Services and it is likely we will have to terminate your account.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it. Please note that any requests in relation to the restriction of the processing of your data means that we may not be able to perform the contract we have or are trying to enter into with you (including the Revolut Services). In this case, we may have to cancel your use of the Revolut Services but we will notify you if this is the case at the time.

Request the transfer of your personal data to you or to a third party. We will provide to you, your personal data in a structured, commonly used, machine-readable format, which you can then transfer to an applicable third party. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. If you require this then please reach out to our support team via the in-App chat function.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide the Revolut Services to you. We will advise you if this is the case at the time you withdraw your consent.

NO FEE USUALLY REQUIRED

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME LIMIT TO RESPOND

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

IF YOU FAIL TO PROVIDE PERSONAL DATA

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (including the Revolut Services). In this case, we may have to cancel your use of the Revolut Services but we will notify you if this is the case at the time.

10. CHANGES TO PRIVACY POLICY

10.1 Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by SMS by e-mail and/or when you next start the App or log onto the Site. The new terms may be displayed on-screen

and you may be required to read and accept them to continue your use of the App or the Services.

11. CONTACT

11.1 All questions relating to data and your privacy are welcomed and should be addressed to our support team. If you have any questions, comments or requests regarding this privacy policy then please:

- Take a look at our data related [FAQs](#);
- Take a look at some helpful guidance on ICO website which can be found here: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>; and
- Contact Revolut support via our in-App chat function.

Cookies Policy

Information about our use of cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer or mobile phone if you agree. Cookies contain information that is transferred to your computer's hard drive. We use session cookies which are cookies which expire once you close your web browser.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website and enter into transactions.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. We use Google Analytics cookies. Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. You can opt out of Google Analytics without affecting how you visit this site. For more information on Google Analytics, please click [here](#).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Privacy for Candidates

Data Privacy Statement for Candidates

1. INTRODUCTION

1.1. Revolut Ltd and its group companies (“we”, “our” or “us”) is providing this Data Privacy Statement to you because you are applying to work with us as an employee, worker or contractor.

1.2. This statement sets out the basis on which we will process your personal information (“Information”). Please read it carefully to understand our practices regarding your personal information and how we will use it.

2. ABOUT US

2.1. We are the data controller of the personal data of prospective employees, workers and contractors, and is subject to applicable data protection laws.

Contacting us:

If you have any questions about this data privacy statement or your Information, or wish to exercise any of your rights as described in this statement or under applicable data protection laws, you can contact our designated Data Protection Officer by email at dpo@revolut.com.

3. WHAT TYPES OF DATA ARE PROTECTED

3.1. Personal data

This Data Privacy Statement applies to your “personal data”, which is any information relating to you as an identified or identifiable person. This data is referred to in this Data Privacy Statement as “Information”).

3.2. Special categories of personal data

Within the broad range of personal data, the following are “special categories of personal data” which are subject to a greater degree of protection:

- physical or mental health;
- racial or ethnic origin;
- political opinions;

- trade union membership;
- religious beliefs;
- sexual life; and
- genetic and biometric data.

4. WHAT INFORMATION WE COLLECT

4.1. Information you give us

You may give us Information by filling in forms online, by corresponding with us by phone, email, in person, or otherwise, or via a recruitment agency or other third party.

4.2. Information we collect about you

The Information that we may collect about you includes, but is not limited to, the following:

- name;
- home address;
- contact details (such as phone numbers and email addresses);
- date of birth;
- gender;
- marital status;
- copies of your passport, driving licence and similar documents;
- education history, training and professional experience;
- current and past employment details;
- immigration status and work permits;
- languages spoken and level of proficiency;
- other information given in your CV.

4.3. Special categories of personal data

Information includes such “special categories of personal data” (see the description provided above) as you and any medical professionals provide to us.

5. INFORMATION PROVIDED BY THIRD PARTIES

5.1. We may also collect Information from external sources, such as those that are commercially available to us.

5.2. Some of the Information we collect (as described in section 4), and additional Information, may be provided to us by recruitment agencies with whom you have registered an interest. Such recruitment agencies support our recruitment processes under a duty of confidentiality.

5.3. During the recruitment process, we may also research Information regarding your skills, experience or qualifications and comments and opinions made public on social networking sites such as LinkedIn, Facebook and Twitter.

5.4. We may also receive Information from organisations such as credit reference agencies, fraud prevention agencies and referees.

6. DATA RELATING TO CRIMINAL CONVICTIONS & OFFENCES

6.1 We may also collect and store personal data relating to criminal convictions and offences. This data is only processed:

- if you have given your consent to the processing; or
- if it is necessary for the purposes of performing or exercising our or your obligations or rights under law; or
- if it is necessary for the prevention or detection of an unlawful act and it is necessary for reasons of substantial public interest; or
- in connection with any legal proceedings (including prospective legal proceedings) and/or the obtaining of legal advice.

7. WHAT WE DO WITH YOUR INFORMATION AND ON WHAT BASIS

7.1. We process Information (other than special categories of personal data) for the reasons listed below. The legal justification for the processing of the Information is, in each case, one or more of these reasons. Specific examples are given – some of which may overlap, as there may be more than one reason for processing Information.

7.2. Where we have a legal or regulatory obligation

UK and EU law and certain rules and regulations require us to process Information in order to comply with our legal or regulatory obligations. In order for us to do so, we may process Information for the following purposes (where applicable):

- preventing illegal working;
- complying with health and safety obligations;
- ensuring the safety and security of our systems;

- carrying out equal opportunities monitoring;
- responding to government statistical monitoring;
- liaising with HMRC and other government entities or agencies in relation to attachments of earnings and similar deductions;
- assessing Fitness and Propriety of individuals for regulatory purposes;
- obtaining regulatory references; and
- communicating with the PRA, FCA or other public or regulatory bodies.

7.3. Where we have a legitimate interest

Data protection law allows us to process Information where it is necessary for the purposes of our legitimate interests. We consider it to be in our legitimate interests to process Information for the following purposes:

- recruitment processes (including negotiation and communicating with you in relation to your application);
- considering your suitability for employment/work, taking up references, and conducting appropriate checks;
- dealing with any legal disputes involving you or other prospective, current or former employees, workers or contractors;
- monitoring equal opportunities; and
- reporting to government entities.

7.4. If you do not agree with the processing of Information on the basis that it is in our legitimate interests to do so, please inform us using the contact details at the beginning of this Data Privacy Statement, following which we shall cease to process Information for that purpose, unless certain exceptions apply: see “Right to object to processing in certain circumstances” under “Your rights” below.

7.5. Special categories of personal data

7.5.1. We may process “special categories of personal data” for the purposes of:

- performing or exercising our or your obligations or rights under employment law or other laws, including for assessing suitability for particular jobs and considering whether adjustments may need to be made to accommodate an individual with a disability;
- where it is in the public interest, such as for equal opportunities monitoring;
- establishing, bringing or defending legal claims; and

- in the case of information about your physical or mental health, to enable us to assess your working capacity and for occupational health purposes.

7.5.2. We may also process “special categories of personal data” in other limited circumstances, with your explicit written consent. We do not need your consent to process “special categories of personal data” in circumstances where we already have a legal right to do so and we carry out such processing in accordance with this statement. If we do ask you for your written consent, we will provide you with full details of the information we are seeking from you and the reason why, in order for you to make an informed decision.

8. DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES

8.1. For the purposes set out in section 7 above, we may share Information with:

- our group companies;
- professional advisors (including lawyers, accountants and auditors);
- legal and regulatory authorities such as the PRA and FCA; and
- HM Revenue & Customs and other government/state related entities.

8.2. We may also share Information with other parties which provide products or services to us, such as our pension provider, in order to enable us to comply with our overriding legal and regulatory obligations to you and to ensure that we comply with any contract that we enter into with you. These third parties will also be data controllers of Information, which will be processed in accordance with the third party’s data privacy policy.

8.3. We may also disclose Information to third parties where it is in our legitimate interest to do so, including for the following reasons:

- in the event that we sell or buy any business or assets, in which case we may disclose Information to the prospective seller or buyer of such business or assets; or
- if we are under a duty to disclose or share Information in order to comply with any legal obligation.

8.4. Save as set out in this Data Privacy Statement, or as required by law, we do not sell Information or disclose it to any third parties without your consent.

9. SECURITY OF YOUR INFORMATION

9.1. We are committed to ensuring that your Information is safe and we will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Data Privacy Statement.

9.2. All Information you provide to us electronically is stored on our secure servers within the European Economic Area.

9.3. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your Information, we cannot guarantee the security of your Information transmitted to or stored on our IT system, and any transmission is at your own risk. Once we have received your Information, we will use strict procedures and security features to try to prevent unauthorised access.

10. HOW LONG WE KEEP YOUR INFORMATION

We will keep your Information for as long as necessary to fulfil the purposes described in this Data Privacy Statement or in the terms of any contract that we enter into or for as long as we are required to do so by law or in order to comply with a regulatory obligation.

11. YOUR RIGHTS

11.1. Access to your Information and updating your Information

- You have the right to access Information that we hold about you, subject to certain limited exceptions provided by law. If you so request, we shall provide you with a copy of Information which we are processing and hold about you (“data subject access request”). For any further copies which you request, we may charge a reasonable fee based on administrative costs.
- You also have the right to receive such Information in a structured and commonly used format so that it can be transferred to another data controller (“data portability”).
- We want to make sure that your Information is accurate and up to date. You may ask us to correct or remove information which you think is inaccurate.

11.2. Right to object to processing in certain circumstances

You also have the right to object, on grounds relating to your particular situation, at any time to the processing of your Information which is based on our legitimate

interests. Where you object on this ground, we shall no longer process your Information unless:

- the processing is nevertheless necessary for the performance of a contract that you enter into with us; or
- the processing is necessary for the establishment, exercise or defence of legal claims; or
- we have a legal or regulatory obligation for which the processing of the Information is necessary; or
- we can demonstrate that our legitimate interest is sufficiently compelling to override your fundamental rights and freedoms.

11.3. Your other rights

11.3.1 You also have the right to request that we rectify your Information if it is inaccurate or incomplete. 11.3.2. In certain limited circumstances, you have the right to request the erasure of your Information ('right to be forgotten').

12. EXERCISING YOUR RIGHTS

12.1. You can exercise any of your rights as described in this Data Privacy Statement and under data protection laws by contacting us via the details given in the "Contacting us" section above.

12.2. Save as described in this Data Privacy Statement or provided under data protection laws, there is no charge for the exercise of your legal rights. However, if your requests are manifestly unfounded or excessive, in particular because of their repetitive character, we may either: (a) charge a reasonable fee, taking into account the administrative costs of providing the information or taking the action requested; or (b) refuse to act on the request.

12.3. Where we have reasonable doubts concerning the identity of the person making the request, we may request additional information necessary to confirm your identity.

13. INTERNATIONAL TRANSFERS

13.1. As an international organisation, authorised personnel may access your Information in any country in which we operate. Therefore, it may be necessary to transfer your details to members of our group located in countries that may not offer equivalent data protection or privacy laws to those in the UK or the EU. 13.2.

Regardless of where your Information is transferred, we shall ensure that your Information is safe and shall take all steps reasonably necessary to put in place appropriate safeguards to ensure that your Information is treated securely and in accordance with this statement and applicable law.

14. COMPLAINTS

14.1 You also have the right to complain to the [Information Commissioner's Office](#) about our data processing activities. The Office has a dedicated helpline at 0303 123 1113.

Metal Terms

Metal Services

Unless otherwise specified in these Metal Terms, defined terms will have the same meaning as outlined in Revolut's General Terms of Service.

1.1. If you choose to become a Metal User:

- A. we shall provide you with the Metal Services; and
- B. you shall pay us the Metal Subscription Fees.

You can find more information on fees and the Metal Services in general at <https://revolut.com/faq>.

PAYMENT FOR METAL SERVICES

1.2 Unless you notify us with appropriate notice before the next due date of your Metal Subscription Fees that you want to cancel your Metal Subscription, we will automatically charge you the then-applicable periodic Metal Subscription Fees using your preferred payment method.

1.3 If your preferred payment method becomes invalid during your subscription period, or if the charge is refused for any other reason outside our control, you authorise us to use any other payment method we have on file in your Revolut Account, in accordance with clause 17 (Your Balance and Negative Balances). If all of your payment methods on file are declined or we are unable to exercise our right of set-off in accordance with Clause 22 (Our Right to Set-Off), you must provide us with a new eligible payment method within 30 days or your Metal Subscription will be cancelled.

CANCELLATION, REFUNDS & DOWNGRADING

1.4 The Metal Subscription Fees are non-refundable except as expressly set forth in these Metal Terms.

1.5 You may cancel the annual renewal of your Metal Subscription or Downgrade by providing us with notice any time before the date of your annual renewal. You can provide such notice by going to the profile section of the App and selecting 'Change Plan' or by contacting our customer support team via the chat function on the Revolut Dashboard.

1.6 By signing up for a Metal Subscription, you expressly request for the subscription period of the relevant Metal Services to commence from the moment that your Metal Subscription is confirmed. For the avoidance of doubt, in the event that we offer a one month free trial promotion in relation to the Metal Services, the Cooling-off Period will begin immediately from the moment that we make the Metal Services available to you on the Revolut Dashboard.

1.7 If neither you nor anyone authorised by you to use your account has taken advantage of any Metal Services in the current membership period, we will refund you the Metal Subscription Fee in full. Otherwise you may be eligible for a partial refund of this membership fee based on benefits usage by you or anyone authorised by you to use your account in your current membership period.

1.8 If you cancel or Downgrade the Metal Services anytime outside of your Cooling-Off Period and signed-up to a:

- A. monthly payment plan then your cancellation will serve as notice to pay the £26 (or currency equivalent) Monthly Plan Break Fee if you cancel within the first ten (10) months. If you cancel or Downgrade outside of the first 10 months, you will not be charged the Monthly Plan Break Fee for such cancellation or Downgrade. Example: If you started the Monthly Payment Plan on 1st January, you are able to give notice to cancel or Downgrade early and pay the £26 Monthly Plan Break Fee on any day prior to 30th October. If you were to cancel or Downgrade on 7th November, your plan would cancel or Downgrade without incurring any Monthly Plan Break Fee on 1st December and no further fees would be collected;
- B. yearly payment plan, subject to clause 1.7, you will still be charged the annual fee in relation to the Metal Services,
- C. in both cases, you will not be entitled to a refund of the cost of your Metal Card due to our provision of the Metal Services during this time.

COOLING-OFF PERIOD

1.9 If you paid for your Metal Subscription at the point of subscribing for the Metal Services you may withdraw or Downgrade within 14 days. If neither you nor anyone authorised by you to use your account has taken advantage of any Metal Services in the current Metal membership period, we will refund your Metal membership fee in full or Downgrade you to your requested plan. Otherwise, we will issue you a partial refund based on the use of the Metal Services during that time by you or anyone authorised by you to use your Revolut Account. For the avoidance of doubt, the order and delivery

of a Metal or Premium Revolut Card will be considered a Metal Service for these purposes. For pricing in relation to the Metal Card, please see the Fees and Pricing Section.

1.10 To cancel or Downgrade the Metal Services within the Cooling-Off Period, you can adjust your membership settings going to the profile section of the App and selecting 'Change Plan' or by contacting our customer support team via the chat function on the Revolut Dashboard. To meet the withdrawal deadline, it is sufficient for you to send your communications concerning your exercise of the right of withdrawal before the withdrawal period has expired.

ACCEPTANCE OF MEMBERSHIP

1.11 We reserve the right to accept or refuse your Metal Subscription, to the extent permitted by applicable law.

1.12 Upon termination of these Terms, Metal Subscription Fees paid to us for the Metal Services shall be apportioned up until the time of termination of the contract and any Metal Subscription Fees paid in advance shall be reimbursed to you proportionally.

1.13 Revolut reserves the right to restrict users ability to subscribe to the Revolut Metal Services or the Premium Services for users who upgrade or Downgrade from the Metal Plan, or any other plan, more than once in a given 12 month period.

1.14 If Revolut, in its sole discretion, believes that you may have breached these Metal Terms or the General Terms of Service then Revolut may take action including but not limited to the actions stated in clause 17 of the General Terms of Service in relation to your use of the Metal Services or the Revolut Services in general.

CONCIERGE SERVICES

2.1 Revolut will provide access to the Concierge Services to Revolut Metal Users via the Revolut App.

2.2 Concierge Services will be provided by the Concierge Services Provider in accordance with the code of conduct as outlined in Schedule 2 of these Metal Terms.

2.3 You agree to adhere to the Concierge Services Provider's code of conduct as outlined in Schedule 2 of these Metal Terms when utilising any of the Concierge Services.

2.4 Any complaints in relation to the Concierge Services should be directed to the Concierge Services Provider via the designated Concierge Services in-App chat function or alternatively to revolut-feedback@thesincuragroup.com as appropriate. Any complaints made in relation to the Concierge Services via the chat function on the Revolut Dashboard will be redirected to the Concierge Services Provider who will provide assistance in relation to your complaint.

CASHBACK SERVICES

3.1 Revolut reserves the right to amend the rate of cashback payable generated through Revolut Transactions at any time.

3.2 Revolut Transactions in relation to the following service providers will not qualify for Cashback Services:

- A. Gambling
- B. Quasi cash
- C. Trading & securities
- D. e-Wallets
- E. Financial services
- F. Payment services providers

3.3 If you receive a refund for a Revolut Transaction that has generated cashback as part of the Cashback Services, any cashback generated as part of such Revolut Transaction will be returned back to Revolut.

3.4 Any cashback will be void in the event of fraud, misuse, or violation of Revolut's General Terms of Service or of these Metal Terms. In addition to any other legal relief available to us, you will reimburse us for the amount of any cashback you use in violation of these Metal Terms or our General Terms of Service.

3.5 Revolut reserves the right to closely monitor usage of Revolut Transactions, Revolut Card Transactions and Cashback Services, so that we may identify misuse, and disqualify cashback if we have reason to believe that these Metal Terms have been breached.

3.6 Events may occur which render cashback or the awarding of cashback impossible due to reasons beyond our control. In such circumstance, Revolut may in our absolute discretion vary, amend or rescind the provision of Cashback Services and you agree that no liability shall attach to Revolut as a result thereof.

3.7 The decisions of Revolut in respect of any and all aspects of Cashback Services, including any rejection of a claim to cashback, will be final and binding.

SCHEDULE 1 — DEFINITIONS

“Cashback Services” means the ability to for Revolut Metal Users to earn cashback on their card payments.

“Concierge Services” means the concierge services made available by the Concierge Services Provider.

“Concierge Services Provider” means The Sincura Lifestyle Limited.

“Downgrade” or “Downgrading” means migrating as a Metal User from the Metal Services to the Premium Services or the standard Revolut Services.

“Monthly Plan Break Fee” means the £26 (or currency equivalent) charge if you elect to terminate your 12-month monthly plan within the first ten (10) months.

The “Metal Card” refers to the stainless steel metal card available to Revolut Metal Users.

“Metal Services” means the benefits you are entitled to as a result of being a Metal User, which includes, but isn’t limited to, the Premium Services, access to the Concierge Services and Cashback Services.

“Metal Subscription Fees” means the fees payable for the Metal Services by a Metal User, which are set out in the Fees and Pricing Section.

“Metal Terms” means these terms and conditions which govern the Metal Services.

“Metal User” means a holder of a Revolut Account who has upgraded to obtain the Metal Services.

SCHEDULE 2 — CONCIERGE SERVICES

All Metal Users utilising the Concierge Services to be provided by the Concierge Service Provider agree to adhere to the following code of conduct:

1.1 The Concierge Services shall be open and accessible to Metal User as provided by Concierge Services Provider.

1.2 Concierge Services membership entitles a Metal User and only a Metal User to use the Concierge Services.

1.3 You are entitled to the Concierge Services so long as your membership is in good standing.

1.4 For the Concierge Services Provider's full terms and conditions visit <http://thesincuragroup.com/terms.html>

CONCIERGE FEES:

1.4 This is a complimentary service provided as part of the Metal Services.

1.5 On occasions you will be required to pre-pay for certain Concierge Services (e.g. the purchase of theatre tickets). You will be notified of all costs beforehand; no payment will be taken from your Revolut Account without your agreement and authority.

1.6 All endeavours will be made to send you invoices and receipts of payment.

CONCIERGE REQUESTS:

1.7 All new requests for Concierge Services must be raised through the Revolut App.

1.8 The Concierge Services Provider reserves the right, in its sole discretion, to refuse Concierge Services to a Metal User when that member or guest appears to be intoxicated, or if the request is of an unlawful nature, or otherwise deemed inappropriate.

1.9 Members may only have two open requests in the system at any time.

THIRD PARTIES:

2.0 When the Concierge Services Provider makes a reservation on your behalf with a third party (e.g. a restaurant or nightclub) you are expected to pay your bill directly to them.

2.1 The third party has the right to cancel your booking or refuse your admission.

2.2 The Concierge Services are subject to the terms and conditions of the affiliate or third party supplier.

2.3 It is expected that Metal Users will dress in a fashion befitting the surroundings and atmosphere of any event or venue they are attending.

2.4 Metal Users are expected to act with civility in both word and deed toward one another and towards any partners, venues, and events introduced to, or attended by, you.

RESERVATIONS & CANCELLATION:

2.5 We request that reservations be cancelled no less than 48 hours (depending on the particular event) in advance; in some cases a cancellation fee may apply.

2.6 In the event of a no-show, if not been given prior notification, a fee may be applied.

2.7 As a rule of thumb, there is a £50 per head charge for no-shows or cancellations within 24 hours.

2.8 Reservations are required for most activities and are taken on a first-come, first-served basis. Special requests will be honoured if possible, but not guaranteed.

MEMBERSHIP TERMINATION

2.9 Your right to the Concierge Services will automatically terminate if your Metal Subscription is terminated.

2.10 Revolut and/or the Concierge Services Provider has the right to suspend or cancel your right to the Concierge Services if your account falls into arrears and/or is misused.

Perks

Revolut Perks Terms and Conditions

Please note that some Revolut Perks are not part of a joint venture, collaboration or official partnership with a specific merchant or brand. We will let you know if a Revolut Perk is provided as part of an official collaboration with a merchant or is simply an offer provided solely by Revolut - please check the T&Cs relating to your Perk for more details. If you have any questions don't hesitate to contact us via in-app chat.

1.1 The following Revolut Perks Terms and Conditions (these "Perks Terms") apply to any Revolut perk you receive as part of the Revolut Services ("Perks"). You must have a valid Revolut Account with Revolut Ltd ("Revolut") and have passed all your know your customer checks (KYC) before you can redeem a Perk. Capitalised terms used but not defined in these Perks Terms will have the meanings set forth in the General Terms of Service between you and Revolut governing your use of your Revolut Account that can be located here: <https://www.revolut.com/terms>.

1.2 Perks may be used only for the specific merchant or product designated by Revolut from time to time. You may not use a Perk in relation to a specific product or merchant outside of the Mobile App (unless we specifically let you know). Perks in relation to a specific product or merchant will be subject to the product or merchant specific terms outlined within the Mobile App in relation to such Perk.

1.3 Each Perk can only be redeemed in accordance with the specific Perk related terms for such product or merchant. Revolut may set a limit on the number of times Perks may be awarded. Individual offers may have additional limits as communicated in their terms and conditions. Perks will be distributed by Revolut at Revolut's sole discretion. Limits in relation to Perks may be introduced at Revolut's discretion once Perks have been redeemed or if Perks have been redeemed as a result of breach of these Perk Terms of Revolut's General Terms of Service.

1.4 Following confirmation by Revolut, you will receive notice of the validation of your Perk. Revolut will provide the related Perk within a reasonable timeframe following a valid Revolut Card Transaction and subject to confirmation from its payment partners.

1.5 Each Perk is limited to the maximum number of claims as specified in the specific Perk terms outlined within the Mobile App.

1.6 The Perk you receive is personal to you. You may not sell, license, rent, or otherwise transfer Perks. Perks may be applied only to your own account, and not any other account. Perks are not redeemable for cash and serve merely as a means to recognise and provide an incentive to use our services. Perks are non-refundable and non-exchangeable between accounts. Once we apply a Perk for a particular product or merchant to your account you will not be able to apply more than one Perk to a particular transaction.

1.7 Only Revolut Card Transactions will qualify for Perks. Revolut Transactions in relation to the following service providers will not qualify for Perks:

- A. Gambling
- B. Quasi cash
- C. Trading & securities
- D. e-Wallets
- E. Financial services
- F. Payment services providers

1.8 A Perk will be void in the event of fraud, misuse, or violation of Revolut's General Terms of Service or of these Perks Terms, or if sold for cash or other consideration. In addition to any other legal relief available to us, you will reimburse us for the amount of any Perk you use in violation of these Perks Terms.

1.9 Revolut reserves the right to closely monitor usage of Revolut Transactions, Revolut Card Transactions and Perks, so that we may identify misuse, and disqualify Perks if we have reason to believe that these Perks Terms have been breached.

1.10 Perks may not be used in conjunction with any other promotional or incentive offer from Revolut.

1.11 Any cashback provided in relation to a Perk will be provided in the currency of the associated transaction. If you don't have an Electronic Money account in the applicable currency, you will receive your cashback in your base currency which will be converted at the Exchange Rate available on the date the applicable transaction was made.

1.12 Perks are valid for a limited time only and expire on the date indicated when you receive the applicable Perk (or such other date as designated by Revolut). Failure to use a Perk before such expiration date will result in the forfeiture of a Perk. We reserve

the right to cancel Perks at any time. No refunds will be granted for any expired or cancelled Perks.

1.13 Events may occur which render a Perk or the awarding of a Perk impossible due to reasons beyond our control. In such circumstance, Revolut may in our absolute discretion vary or amend the Perk and you agree that no liability shall attach to Revolut as a result thereof.

1.14 The decisions of Revolut in respect of any and all aspects of Perks, including any rejection of a claim to a Perk, will be final and binding.

1.15 We can change these terms, or any Perk, at any time without prior notice although any changes will not apply to Revolut Card Transactions that you have already made prior to the changes coming into effect. Any changes we make to these Perks Terms will be available to view on the Mobile App and Website.

1.16 Any queries or issues associated with Perks should be addressed to Revolut support agents via in-App chat. Perks offer a cashback only service in relation to certain merchants and products and therefore you will not be able to resolve such queries or issues with an applicable merchant.

1.17 If we don't exercise rights that we have against you straight away, we can still do so later.

1.18 English law applies to these Perks Terms and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.

1.19 Perks are provided by Revolut Ltd (company no. 08804411), with registered office at 9th Floor, 107 Cheapside, London, United Kingdom, EC2V 6DN and head office is at 7 Westferry Circus, The Columbus Building, 4th Floor, London, United Kingdom, E14 4HD.

1.20 Perks will only be applicable for Revolut customers in certain jurisdictions, such jurisdictions will be updated from time to time at Revolut's sole discretion. We will always let you know when Perks are available in your jurisdiction.

Cryptocurrency Terms

These Terms

1.1. These terms and conditions relating to our cryptocurrency offering (“Crypto Terms”) are between you (the "User", "you" or "your") and Revolut Ltd. ("Revolut", "we", "us" or "our"). They constitute an agreement which sets out the terms of how we will give you access to exposure to certain cryptocurrencies (the “Crypto Services”). Before you can obtain such exposure you are required to read these Crypto Terms and the various associated risk warnings and manually accept the icon confirming your acknowledgment of the associated risks in dealing with cryptocurrencies and your agreement with these Crypto Terms.

1.2. Revolut is a company incorporated in England and Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom and head office is at 7 Westferry Circus, The Columbus Building, 4th Floor, London, United Kingdom, E14 4HD. Revolut is the issuer of Electronic Money in your Revolut Electronic Money Account and performs the payment services related to your Revolut Electronic Money Account. Revolut is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. We are included in the FCA's Register of Electronic Money Institution firms (Reference Number 900562) which can be found on the FCA website.

1.3. It is important to note that the services we provide in relation to these Crypto Terms are unregulated in the United Kingdom. Cryptocurrencies are not regulated by the FCA (and the UK’s money laundering authority) on this basis they do not fall within the scope of the UK’s measures implementing the Payments Services Directive, the second Electric Money Directive or the third Money Laundering Directive.

1.4. These Terms are separate and independent from the Revolut Cardholder Terms which govern your use of your Revolut Card [see General Terms of Service](#)

1.5. If you do not accept these Crypto Terms you are not permitted to use our Crypto Services.

1.6. These terms should be read in accordance with our [General Terms of Service](#). Any defined terms which are not defined in these Crypto Terms will be defined in our General Terms of Service.

1.7. In the event of any conflict or inconsistency between:

1.7.1. our General Terms of Service; and

1.7.2. these Crypto Terms, the latter will prevail and take precedence.

Risk Warnings

Please read the following risk warnings carefully.

2.1. The trading of goods and products, real or virtual, as well as virtual currencies involves significant risk. Prices can and do fluctuate on any given day. Due to such price fluctuations, you may increase or lose value in your assets at any given moment. Any currency - virtual or not - may be subject to large swings in value and may even become worthless. There is an inherent risk that losses will occur as a result of buying, selling or exchanging anything on a market.

2.2 Cryptocurrency exchanges also carry special risks not generally shared with official currencies or goods or commodities in a market. Unlike most currencies, which are backed by governments or other legal entities, or by commodities such as gold or silver, cryptocurrency is a unique type of currency, backed by technology and trust. There is no central bank that can take corrective measure to protect the value of cryptocurrency in a crisis or issue more currency.

2.3 Instead, cryptocurrencies are an as-yet autonomous and largely unregulated worldwide system of currency firms and individuals. Traders of such currencies put their trust in a digital, decentralised and partially anonymous system that relies on peer-to-peer networking and cryptography to maintain its integrity.

2.4. Cryptocurrency exchanges are probably susceptible to irrational (or rational) bubbles or loss of confidence, which could collapse demand relative to supply. For example, confidence might collapse in Bitcoin because of unexpected changes imposed by the software developers or others, a government crackdown, the creation of superior competing alternative currencies, or a deflationary or inflationary spiral. Confidence might also collapse because of technical problems: if the anonymity of the system is compromised, if money is lost or stolen, or if hackers or governments are able to prevent any transactions from settling.

2.5. The price or value of cryptocurrency can rapidly increase or decrease at any time and may even fall to zero. The risk of loss in trading or holding cryptocurrencies can be substantial and can result in the loss of your entire exposure.

2.6. There may be additional risks that we have not foreseen or identified in these Crypto Terms or our other risk warnings.

2.7. You should carefully assess whether your financial situation and tolerance for risk is suitable for any form of exposure to cryptocurrencies.

2.8. Our banking providers do not transfer cryptocurrencies, exchange cryptocurrencies, or provide any services in connection with cryptocurrencies.

Registration Process

3.1. By opening a cryptocurrency account within your Revolut Account and using the Crypto Services, you expressly represent and warrant that:

3.1.1. you have accepted these Crypto Terms and our Privacy Policy which can be found [here](#);

3.1.2. you have the full capacity to accept these Crypto Terms and enter into a transaction involving cryptocurrencies;

3.1.3. you are a resident within the European Economic Area;

3.1.4. you will not use the Crypto Services except for their intended purpose and not contrary to the general prohibitions regarding your Revolut Account according to our General Terms of Use; and

3.1.5. you are familiar with the nature and workings of the technology behind cryptocurrency, and in particular, the irreversibility of transactions and the apparent risks associated with exposure to cryptocurrencies.

3.2. In order to access the Crypto Services you will need to either unlock or activate these services via the Mobile App and upon accepting these Crypto Terms, you will be able to add a cryptocurrency account via the “Exchange” screen within your Mobile App. This can be done by going to the accounts tab, clicking on 'add new account' and selecting the relevant cryptocurrency account.

3.3. Subject to clause 3.2, once your crypto account has been unlocked or activated you will be able to gain access to cryptocurrency exposure.

3.4. You will not receive an individual cryptocurrency 'wallet' in order to gain exposure to the cryptocurrencies provided as part of the Crypto Services. For more information about cryptocurrency wallets, please see our [FAQs](#).

Cryptocurrency Services

4.1. Revolut will offer you cryptocurrency exposure as part of the Crypto Services. You will be able to use the Electronic Money currently being held in your Revolut Account (i.e. standard, non virtual currency that is issued by a central bank, otherwise known as "fiat currency") to obtain exposure to one of our five pre-selected cryptocurrencies. These are currently:

4.1.1 Bitcoin ("BTC");

4.1.2. Ether ("ETH");

4.1.3. Litecoin. ("LTC");

4.1.4. Ripple. ("XRP"); and

4.1.5. Bitcoin Cash. ("BCH")

for more information on any of these five cryptocurrencies, please see our [FAQs](#). We will update you by Communications via the Revolut Dashboard when any additional cryptocurrencies are added to the Crypto Services.

4.2. When you wish to gain or limit your exposure to BTC, ETH, LTC, XRP or BCH, you will effectively instruct Revolut to effect a buy or sell order on your behalf via one of our partnered cryptocurrency exchanges being, [Coinbase](#) and [Bitstamp](#) (each a "Crypto Exchange"). As a User you will have no relationship, contractual or otherwise, with the Crypto Exchange. Revolut will be the contracting party for each exchange with the Crypto Exchange and we will carry out such exchanges in relation to your transaction.

4.3. Subject to clause 7 below, once Revolut has completed a successful exchange, you will have a beneficial interest in the requested cryptocurrency that Revolut has exchanged on your behalf.

4.4. As stated in clause 3 above, individual customers will not have a personal cryptocurrency wallet. User cryptocurrency will be stored in a pooled virtual currency account administered by Revolut. Revolut will maintain a record of the amount of each User's interest which will be displayed in each User's crypto account balance within your Revolut Account alongside other fiat balances.

Transfers and Spending

5.1. You will be able to transfer cryptocurrencies to other Revolut Users within the Mobile App.

5.2. If a User ("A") wishes to transfer their cryptocurrency exposure to another User ("B"), Revolut will action this transfer by assigning A's right to the cryptocurrency in the pooled account (see clause 4 above) to B. Revolut will adjust your records of the cryptocurrency exposure held by each of A and B in the pooled account accordingly.

5.3. External transfers of cryptocurrency will not be permitted (please see clause 6 for further details).

5.4. You cannot spend cryptocurrency directly on your Revolut Card.

5.5. If you want to spend any part of your cryptocurrency exposure, which is being recorded in your Revolut Account, Revolut will, subject to clause 7, automatically exchange any cryptocurrency exposure into fiat currency, settling with the merchant in the respective fiat currency.

Restrictions relating to the Crypto Services

6.1. We will apply limits to the amount of cryptocurrency that a User will be able to gain exposure to per transaction, such limits will be implemented at our sole discretion and amended and adjusted from time to time.

6.2. Any limits as described in clause 6.1 above will be outlined whilst using the Crypto Services and before any proposed transaction is accepted.

6.3. You will not be able to transfer any cryptocurrency held outside of a Revolut Account into a Revolut Account.

6.4. You will not be able to transfer cryptocurrency exposure held as part of the Crypto Services to other cryptocurrency wallets held outside of the Mobile App (for example transferring your BTC exposure to other bitcoin wallets).

6.5. Your cryptocurrency exposure balance will first be converted into fiat if you wish to transfer your cryptocurrency exposure externally.

Availability of Services

7.1. We make no guarantee that you will be able to gain your requested exposure to a cryptocurrency at the time of your request. Revolut will only enact an exchange to a cryptocurrency on your behalf if the related exchange has been successfully carried out with the Crypto Exchange.

7.2. We cannot guarantee the value of any cryptocurrency at the point of your request for exposure.

7.3. In the event that a 'fork' occurs within the underlying system, we will liaise with the relevant Crypto Exchange in order to determine the best approach for Users in relation to such event. Any decision made on behalf of Users will be made at Revolut's sole discretion. For more information about forks please see our [FAQs](#)

7.4. The Crypto Services are provided without warranty of any kind, either express or implied. We do not represent that the Crypto Service will be available 100% of the time to meet your needs. We will strive to provide you with the Crypto Service as soon as possible but there are no guarantees that access will not be interrupted, or that there will be no delays, failures, errors, omissions or loss of transmitted information.

7.5. We will however use reasonable endeavours to ensure that the Crypto Services can normally be accessed by you in accordance with these Crypto Terms.

7.6. We may suspend use of the Crypto Services for maintenance and we will make reasonable efforts to give you notice. You acknowledge that this may not be possible in an emergency.

Fees

8.1. The fees we charge for the Crypto Services are set out in this clause 8. We may from time to time change our fees, and introduce new fees, in accordance with clause 13.3 of these Crypto Terms.

8.2. Users will pay a fee on each transaction which has been derived from the relevant Crypto Exchange plus a 1.5% mark-up, to account for volatility.

8.3. The cost of the fees will be included in the price of your cryptocurrency transaction and therefore taken in your pre-selected fiat currency.

8.4. There are no other additional fees for signing up or using the Crypto Service.

8.5. For more information about our fees in relation to the Crypto Service, please see our [FAQs](#)

Termination

9.1. Revolut may terminate these Crypto Terms at any time, by giving you two months' notice.

9.2. You may terminate these Terms immediately at any time by telling us through the chat function on the Revolut Dashboard.

9.3. We may immediately terminate these Crypto Terms by giving written notice to you if:

9.3.1. you commit a material breach of any of these Crypto Terms and (if such breach is remediable) fail to remedy that breach within a period of 30 days after being notified in writing to do so;

9.3.2. you repeatedly breach these Crypto Terms in such a manner as to reasonably justify the opinion that your conduct is inconsistent with you having the intention or ability to give effect to the terms of these Crypto Terms;

9.3.3. you use the Crypto Services to commit any act of fraud;

9.3.4. you become bankrupt or go through a similar event;

9.3.5. there is a legal obligation to do so;

9.3.6. you die; or

9.3.7. we have reason to believe that your use of the Crypto Services: damages, corrupts, degrades, destroys and/or otherwise adversely affects the Crypto Services or the Revolut Services, or any other software, firmware, hardware, data, systems or networks accessed or used by you.

9.4. Termination of these Crypto Terms results in the withdrawal of your access to the Crypto Services and, depending on the nature of termination, the closing of your Revolut Electronic Money Account and the termination of all Revolut Cards and the associated Revolut Cardholder Terms. In such instances, Revolut will, in conjunction with the Revolut Card Issuer, deal with your remaining balance in accordance with the General Terms of Service and the Revolut Cardholder Terms.

Financial Advice

10.1. For the avoidance of doubt, we do not provide any investment advice in connection with the Crypto Services contemplated by these Crypto Terms. We may provide information on the price, range, volatility of certain cryptocurrencies and events that have affected the price of cryptocurrencies but this is not considered investment advice and should not be construed as such. Any decision to obtain exposure to cryptocurrencies offered as part of the Crypto Services is your decision and we will not be liable for any loss suffered. If you are unsure about whether an exposure to cryptocurrency is suitable you should contact an independent financial adviser.

Limitation of Liability

11.1. Nothing in these Crypto Terms excludes or limits either our, or your, liability for fraud (including fraudulent misrepresentation or concealment), breach of contract, wilful default, negligence or any other liability which cannot be lawfully excluded or limited (including any liability with respect to death and personal injury resulting from our negligence, or that of our employees, agents or subcontractors).

11.2. Any liability arising out of a breach of these Crypto Terms will be limited to any loss or damage that is a reasonably foreseeable consequence of such a breach and which arises directly from the actions of the defaulting party. Neither party shall be liable for any loss of profits, sales business or revenue.

11.3. We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty or otherwise, arising under or in connection with your:

11.3.1. use of, or inability to use, the Website, Mobile App or Crypto Services; or

11.3.2. use of or reliance on any content displayed on the Mobile App, except where such 11.3.3. liability arises as a result of our breach of contract, negligence or fault.

11.4. We will not be liable for any loss or damage that you may suffer because of any abnormal or unforeseeable circumstances outside our reasonable control which would have been unavoidable despite all efforts to the contrary, for example, delays or failures caused by problems with another system or network, any breakdown or failure of transmission, communication, data processing or computer facilities, mechanical breakdown, an act of state or government, war, riot or terrorism, any act of God, the suspension of any market, postal or other strikes or similar industrial action or any prevention from or hindrance in obtaining any materials, energy or other supplies necessary for the performance of our obligations under these Crypto Terms.

11.5. We use industry standard techniques to protect our Website and Mobile App free from viruses and attacks but cannot guarantee that either will be free from viruses or other malicious software. We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that infects your computer equipment, computer programs, data or other proprietary material due to your use of our Website or Mobile App or to your downloading of any content on it, or on any website linked to it.

11.6. We will have no liability for not displaying on the Website or Mobile App, for withdrawing or for not enacting a request to obtain or limit exposure which you submit to us.

11.7. For the avoidance of doubt, if your Revolut Account is subject to a fraud or an unauthorised transaction then Revolut's liability will be in accordance with our General Terms of Service which can be [found here](#).

Customer Support & Complaints

12.1. We take all complaints seriously. Any complaints about us or the services we provide should be addressed to the chat function on the Revolut Dashboard. Please clearly indicate that you are wishing to make a complaint to us. This helps us to distinguish a complaint from a mere query. Our complaints procedure (available on our Website) sets out the process for submitting and resolving any complaints. You may request a copy of our complaints procedure at any time by contacting customer services via the chat function on the Revolut Dashboard.

12.2. A final response to your complaint, or a letter explaining why the final response has not been completed, will be sent to you within 15 Business Days of your complaint having been made, and in exceptional circumstances, within 35 Business

Days (and we will let you know if this is the case). Should this not be possible due to unforeseen circumstances or lack of information, we will contact you.

12.3. Please note that as cryptocurrency exposure is not regulated by the FCA (and the UK's money laundering authority) you will not have any recourse with the Financial Ombudsmen in the event of a complaint.

Misc

13.1. These Crypto Terms shall be governed by the laws of England & Wales and any claim or dispute under these Crypto Terms shall be subject to the non-exclusive jurisdiction of the Courts of England & Wales.

13.2. We may report any unlawful activity (or suspected unlawful activity) by you or another person to the police or other appropriate authorities, and cooperate with them in any investigation. We may also require your reasonable cooperation in any investigation we or an authority carries out about unauthorised use of your Revolut Electronic Money Account or Revolut Card.

13.3. We may make amendments to these terms in accordance with clause 32 of our General Terms of Service.

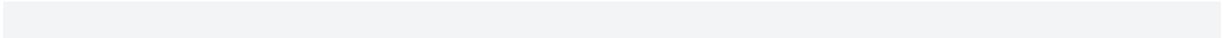
13.4. It is your responsibility to determine what, if any, taxes apply to the payments you make or receive, and it is your responsibility to collect, report and remit the correct tax to the appropriate tax authority. We are not responsible for determining whether taxes apply to your Revolut Transactions, or for collecting, reporting or remitting any taxes arising from any Revolut Transactions. It is your responsibility to comply with any and all applicable tax laws in connection with your use of the Crypto Services, including without limitation, the reporting and payment of any taxes arising in connection with Crypto Services made through the Crypto Services.

13.5. You may not transfer any rights, interests or obligations you have under these Crypto Terms without Revolut's prior written consent.

13.6. Revolut reserves the right, but shall have no responsibility, to edit, modify, refuse to post or remove any provider content, in whole or in part, that in its sole and absolute discretion is objectionable, erroneous, illegal, fraudulent or otherwise in violation of these Crypto Terms.

13.7. A reference to writing or written includes email and the chat function on the Revolut Dashboard.

13.8. These Crypto Terms shall be concluded and interpreted in the English language. If these Crypto Terms are translated into another language, it is for reference purposes only. All communications between the parties shall be in the English language.



LoungeKey Pass

LoungeKey Pass

1. Who can purchase and use Lounge Passes?

Lounge Passes can be purchased on the App and are only available to our Revolut Premium and Revolut Metal Users. A single Lounge Pass is valid for one visit for one person. You can buy multiple Lounge Passes for yourself and for your guests.

We might update or change the price of Lounge Passes from time to time, however we will always tell you the price before you purchase a Lounge Pass.

When purchasing a Lounge Pass, you will be asked to input a name of the person who will use each Lounge Pass. Once you purchase a Lounge Pass, you will no longer be able to change this name. Lounge Passes are not transferable, and you will be asked to show proof of identification (i.e. Passport) along with a valid same-day flight ticket in the name of the person on the Lounge Pass.

2. What happens if I cancel my Premium/Metal subscription?

If you use a free Lounge Pass and subsequently cancel your Metal and Premium subscription within your Cooling-off Period (which is 14 days from sign up - but take a look at our Premium or Metal terms for more information as to how this works), you will be issued with a partial refund (for the subscription fees) but will be charged £25 for the free Lounge Pass which you have activated. If you cancel your Metal or Premium subscription outside of your 14 day Cooling-off Period then we won't charge you for any free Lounge Pass which you have activated.

3. Can I get a refund for unused Lounge Passes?

You can request a refund for any unused Lounge Passes within 14 days of the date of purchase. This can be done by reaching out to us via our in-App chat function.

4. Is Revolut responsible if something goes wrong with my Lounge Pass?

As this service is provided by a third party, Revolut can't guarantee entry and availability of every lounge listed in the App. Lounge descriptions and in-App images are supplied by our partner LoungeKey, and Revolut is not responsible for any inaccuracies in the information that we obtain from them.

5. Some other legal bits and pieces.

LOUNGEKEY'S CONDITIONS OF USE

When using the Lounge Services, you are subject to our partner LoungeKey's conditions of use as well as the conditions of use of each individual lounge, available on LoungeKey's website. <https://portal.loungekey.com/en/revolut/conditions-of-use/>

COMPLAINTS & DISPUTES

Revolut is not liable for any disputes or claims that may occur between you and LoungeKey. Any queries relating to the service offered by LoungeKey should be addressed to LoungeKey directly via loungekeypass@loungekey.com.

ENGLISH LAW APPLIES

The laws of England and Wales apply to this agreement.

BRINGING A CLAIM AGAINST US

If you want to bring a claim against us in the courts, the courts of England and Wales will be able to deal with any questions relating to these terms and conditions. If you live in another country, you can bring a claim in the courts which are local to you.

Business Terms of Service

IMPORTANT: PLEASE CAREFULLY READ THE FOLLOWING TERMS OF SERVICE. YOU ACKNOWLEDGE THAT YOU UNDERSTAND AND AGREE TO ALL OF THESE TERMS IF YOU HAVE CREATED OR USED A REVOLUT FOR BUSINESS ACCOUNT OR HAVE CLICKED AN "I ACCEPT" BUTTON WITH RESPECT TO THE USE OF REVOLUT FOR BUSINESS SERVICES.

1.1 These Terms constitute a framework agreement which sets out the terms of (a) you and us entering into Revolut Transaction(s); and (b) the use of the Revolut Dashboard and other Revolut Services. Before you can enter into Revolut Transactions and benefit from the Revolut Services with us you are required to:

A. read these Terms and tick the box online confirming the accuracy of the information provided online and your agreement with these Terms; and

B. provide us with such documentation, photographs and information as we may reasonably request to comply with our regulatory obligations.

1.2 These Terms incorporate the Website Terms, the Cookie Policy, the Privacy Policy, the Website Acceptable Use Policy all Supplements and if applicable, Revolut for Business Promotional Credit Terms & Conditions, by this reference.

1.3 Once you have completed the above and you have passed our internal checks, we shall make the Revolut Dashboard available to the Revolut Dashboard Users you selected when agreeing to these terms.

1.4 You confirm that you have provided the correct Information during the process of creating a Revolut Account and that the person(s) you have selected as Revolut Dashboard Users and Revolut Cardholders have your full authority to act on your behalf in accordance with these Terms. You undertake that, if your details change, you will notify us immediately. You shall bear any losses that occur due to the submission of invalid, incorrect or inaccurate Information and the actions of Revolut Dashboard Users and Revolut Cardholders subject to any limits which have been imposed upon them on the Revolut Dashboard.

Regulatory Information

2.1 These Terms are between you (the "User", "you" or "your") and Revolut Ltd. ("Revolut", "we", "us" or "our"). Revolut is a company incorporated in England and

Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom, EC2V 6DN and head office is at 7 Westferry Circus, The Columbus Building, 4th Floor, London, United Kingdom, E14 4HD. Revolut is the issuer of Electronic Money in your Revolut Electronic Money Account and performs the payment services related to your Revolut Electronic Money Account. Revolut is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. We are included in the FCA's Register of Electronic Money Institution firms (Form Reference Number 900562) which can be found on the FCA website.

2.2 The Revolut Cards are issued by Revolut Ltd a company incorporated in England and Wales with company number 08804411 and whose registered office is at 9th Floor, 107 Cheapside, London, United Kingdom, EC2V 6DN. Revolut Ltd is authorised by the Financial Conduct Authority as an Electronic Money Institution under the Electronic Money Regulations 2011 for the issuing of electronic money. Revolut Ltd (Form Reference Number: 900562) is included in the FCA's Register of Electronic Money Institution firms, which can be found on the FCA website. By agreeing to these Terms, you are deemed to have agreed to the relevant Revolut Cardholder Terms as stipulated by Revolut (acting as Card Issuer). A Revolut Cardholder will have to agree to the [Revolut Cardholder Terms](#) prior to being able to use his/her Revolut Card.

2.3 We are also subject to the Payment Services Regulations 2017 (the "Regulations") which regulate how payments must be transmitted and provide protection when you send money to an account within the European Economic Area (EEA) and the payment is in Euros, Sterling or another EEA-State currency.

2.4 If you require further information on the status of Revolut or the Revolut Card Issuer as Electronic Money Institutions, details are available on the FCA website www.fca.org.uk. The FCA can be contacted at 25 The North Colonnade, London, E14 5HS or on telephone number (+44)(0)20 7066 1000.

2.5 These Terms are separate and independent from the [Revolut Cardholder Terms](#) which govern the Revolut Cardholder's use of his/her Revolut Card.

Commencement, Term and your Revolut Account

3.1 These Terms shall commence on the day that Revolut confirm to you that your Revolut Account has been approved and shall continue for a period of 14 days ("Trial Period"). Unless terminated earlier in accordance with Clause 34 ("Termination"), the term shall automatically extend for a period of 12 months (the "Annual Term") at the

end of the Trial Period and at the end of each Annual Term, unless you give notice to us to terminate these Terms prior to the end of the Trial Period or the then current Annual Term.

3.2 There are three plans you can choose for your Revolut Account, being:

- A. the “Start Plan”;
- B. the “Standard Plan”; and
- C. the “Professional Plan”.

The relevant fees relating to each of the above plans or any other plan in accordance with these terms can be found in the Fees and Pricing Section

3.3 Your Revolut Electronic Money Account is an account in which Electronic Money, which Revolut has issued to you, in exchange for receiving money from you or on your behalf, is stored. The Electronic Money in your Revolut Electronic Money Account may be used by:

- A. Revolut Dashboard Users to enter into Revolut Dashboard Transactions, subject to the permissions they are limited to; and
- B. Revolut Cardholders to enter into Revolut Card Transactions, subject to the limitations imposed upon the relevant Revolut Cardholder.
- C. any User who has access to the Open API Key.

3.4 You confirm that by entering into these Terms that you have the authority to bind any business or entity on whose behalf you use the Revolut Services, and that such business or entity accepts these Terms.

3.5 When we hold Electronic Money for you, us holding the funds corresponding to the Electronic Money is not the same as a Bank holding money for you in that: (a) we cannot and will not use the funds to invest or lend to other persons or entities; (b) your Electronic Money will not accrue interest; and (c) your Electronic Money is not covered by the Financial Services Compensation Scheme. The funds corresponding to Electronic Money will be held in one or more segregated bank accounts separately from our own funds, in accordance with the provisions of the Electronic Money Regulations 2011.

3.6 You are able to store multiple currencies in your Revolut Electronic Money Account. These currencies are subject to change from time to time.

3.7 We may stop your and the Revolut Dashboard Users' access to the Revolut Dashboard and/or your and the Revolut Cardholders' use of your Revolut Card on reasonable grounds relating to:

- A. the security of the Revolut Dashboard or the Revolut Card;
- B. the suspected unauthorised and/or fraudulent use of the Revolut Dashboard or a Revolut Card.
- C. If you are subject to a freezing order, injunction or any other applicable court order; or
- D. if we are required to do so by any law, regulation, competent authority or agency.

If we do stop your access in such instances, we will inform you via the Revolut Dashboard and direct you to our customer services team via the chat function on the Revolut Dashboard.

The Revolut Dashboard

4.1 The Revolut Dashboard is our portal where Revolut Dashboard Users can (subject to the permissions they hold):

- A. add and remove Revolut Dashboard Users;
- B. edit the permissions for other Revolut Dashboard Users;
- C. add and remove Revolut Cardholders;
- D. edit the permissions of Revolut Cardholders;
- E. perform Top Ups via Stored Card, Electronic Money Exchanges, Instant Transfers and Revolut Bank Transfers;
- F. review and accept or decline Instant Transfers;
- G. verify your identity with us;
- H. view your Revolut Transaction History;
- I. view the balance and currency of the Electronic Money you hold in your Revolut Electronic Money Account;
- J. enter the details of your User Bank Account and your Stored Card(s).

4.2 Revolut Dashboard Users may access the Revolut Dashboard via the Business Account Portal.

Verification of Identity

5.1 You agree to cooperate with all requests made by us or any of our third party service providers in connection with your Revolut Account, to identify or authenticate the identity of you, any Revolut Dashboard Users or any Revolut Cardholders or validate your funding sources or Revolut Transactions. This may include asking you for further information that will allow Revolut to reasonably identify you or any Revolut Dashboard Users or Revolut Cardholders, including verifying your Information against third party databases or through other sources. This will also include verifying the identity of any of your directors, partners and/or ultimate beneficial owners. Revolut Dashboard Users and Revolut Cardholders may be required to provide supplemental information to us to be able to use all of the functionality available to them.

5.2 We reserve the right to close, suspend, or limit access to your Revolut Electronic Money Account and/or the Revolut Services in the event we are unable to obtain or verify such Information.

5.3 We may confidentially verify the information you provide us with or obtain information on you and your Revolut Dashboard Users and Revolut Cardholders ourselves or through third parties from secure databases. Some of the searches which we or a third party may perform, such as a credit check, may leave a soft footprint on the individual's credit history. This will not affect the individual's credit rating. By entering into these Terms, you confirm that you and all of your directors, partners, ultimate beneficial owners, Revolut Dashboard Users and Revolut Cardholders (as appropriate) consent to us or a third party on our behalf carrying out such verifications.

5.4 We carry out verification checks, and these checks may increase the time it takes to provide access to the Revolut Services. We cannot be responsible for any delays as a result of carrying out those checks.

5.5 You must ensure the information on your Revolut Account is always accurate and up to date. If at any time we believe that your information is outdated or inaccurate, we may contact you and request further information or request that you go through the verification process again. We may suspend or limit your Revolut Account in such instances and your Revolut Transaction Limit will be adjusted accordingly while we verify your identify. We shall not be liable for any losses arising out of your failure to maintain up to date information.

Top Ups to your Revolut Electronic Money Account

6.1 In order to Top Up the Electronic Money in your Revolut Electronic Money Account, you will need to perform a Top Up via a Stored Card (if available), or via a User Bank Transfer or via a Third Party Bank Transfer.

6.2 We may, at our reasonable discretion (for example, without limitation, to limit fraud or credit risk), impose limits on the amount of money you can receive through the Revolut Services. In order to lift your receiving limit, you must provide us with supplemental information. If you have a Top Up limit on your Revolut Electronic Money Account, you can view it by logging onto your Revolut Dashboard and accessing the Profile section.

Top Ups via Stored Card

6.3 When this function is available, in order to Top Up via a Stored Card, you will need to add the details of the Stored Card onto your Revolut Dashboard. A Revolut Dashboard User may only add details of a Stored Cards to the Revolut Dashboard if he/she is the named holder of Stored Card. Purchase of Electronic Money via Stored Card will be for the amount and the currency defined by you.

Top Ups via User Bank Transfer and Third Party Bank Transfer

6.4 You may also fund your Revolut Electronic Money Account by entering into a User Bank Transfer or a Third Party Bank Transfer. Upon our receipt of the amount sent via User Bank Transfer or a Third Party Bank Transfer, we will issue the corresponding value of Electronic Money to your Revolut Electronic Money Account. The details of the bank account, belonging to Revolut, to send the money will be set out on the Revolut Dashboard. It is essential that you or the third party (as applicable) enter the correct bank account details when performing the User Bank Transfer or Third Party Bank Transfer. If you enter the incorrect bank account details and we do not receive the money then we are not responsible for any losses you incur as a result. If you enter the incorrect bank details and we receive your money, but in the incorrect account, or you send us money in a currency other than the currency you indicated to us when we provided you with the bank account details, then we will not be liable for any losses that you incur if our bank performs a currency conversion to change the money received into the currency of the bank account to which the money was sent.

6.5 You agree that Revolut is not responsible for any fees applied by your payment service provider for any User Bank Transfer or Third Party Bank Transfer, nor does Revolut control when it will receive the funds from your payment services provider.

Revolut Transactions

7.1 You fully authorise:

- A. Revolut Dashboard Users to enter into Revolut Dashboard Transactions on your behalf;
- B. Revolut Cardholders to enter into Revolut Cardholder Transactions on your behalf; and
- C. Revolut Dashboard Users with access to your API Key to enter into Revolut Dashboard Transactions or other applicable transactions on your behalf.

For the avoidance of doubt, Revolut shall have no liability to you for Revolut Dashboard Users entering into Revolut Dashboard Transactions and Revolut Cardholders entering into Revolut Card Transactions on your behalf. It is your responsibility to ensure that you:

- A. terminate a person from being a Revolut Dashboard User and/or a Revolut Cardholder if you no longer want them to be able to enter into Revolut Dashboard Transactions and/or Revolut Card Transactions (respectively) on your behalf, for example, if they are no longer employed by you; and
- B. limit a Revolut Dashboard User's and/or a Revolut Cardholder's ability to enter into Revolut Dashboard Transactions and/or Revolut Card Transactions (respectively) as you deem appropriate. This can be actioned by setting the relevant Revolut Cardholder's permissions via the Revolut Dashboard.

7.2 The following are "Revolut Dashboard Transactions":

- A. "Electronic Money Exchange" means using Electronic Money in one currency to purchase Electronic Money in another currency using our Exchange Rates;
- B. "Instant Transfer" – this means us sending Electronic Money in your Revolut Electronic Money Account to the Revolut Electronic Money Account of a different Revolut User; and
- C. "Revolut Bank Transfer" – this means us redeeming Electronic Money in your Revolut Electronic Money Account, with or without an associated Monetary Exchange taking place, and transferring the equivalent amount of money to the Counterparty Bank Account.

7.3 The following are "Revolut Card Transactions":

A. “ATM Withdrawal” – this means a Revolut Cardholder using his/her Physical Revolut Card and PIN to redeem Electronic Money from your Revolut Electronic Money Account and obtain the equivalent amount of cash from an ATM with or without a Monetary Exchange taking place; and

B. “Revolut Card Purchase” means a Revolut Cardholder using his/her Revolut Card to purchase goods and/or services from a merchant by entering the details of his/her Revolut Card or PIN whereby the Electronic Money in your Revolut Electronic Money Account is redeemed and the equivalent amount of money is sent to the relevant merchant, through the card schemes with or without a Monetary Exchange taking place.

7.4 Revolut provides virtual statements for all Revolut Transactions, which are accessible on the Revolut Dashboard. In addition to virtual statements, merchants should provide you with receipts when Revolut Cardholders enter into a Revolut Card Purchases. Revolut will not and is under no obligation to provide you with a physical statement, receipt or other written confirmation in connection with any Revolut Transaction

Exchange Electronic Money

8.1 Revolut Dashboard Users can exchange Electronic Money in your Revolut Electronic Money Account to Electronic Money in another currency by using the Exchange function on the Revolut Dashboard. The currencies of Electronic Money which you are able to purchase and store in your Revolut Electronic Money Account are limited to those set out on the Revolut Dashboard and are subject to change from time to time without us being required to provide you with notice.

8.2 The Revolut Dashboard User will be informed, on the Revolut Dashboard, prior to sending his/her request to enter into the Electronic Money Exchange, of:

- A. the amount of Electronic Money you will use to purchase the amount of Electronic Money in your required currency;
- B. the amount and currency of the Electronic Money you wish to purchase;
- C. the exchange rate of the Electronic Money Exchange.

8.3 In order to submit the request to enter into the Electronic Money Exchange, the Revolut Dashboard User will need to confirm the details which have been entered by hitting the button entitled “Exchange” on the relevant part of the Revolut Dashboard. By entering into these Terms, you accept sole responsibility for entering into the

Electronic Money Exchange. Revolut will not be responsible for any losses you incur as a result of you using this function.

8.4 The request to enter into an Electronic Money Exchange will be accepted when we confirm to you that the Electronic Money Exchange has been entered into, on the Revolut Dashboard.

8.5 The amount of Electronic Money you can exchange at the interbank rate is limited. Please refer to the Fees and Pricing Section for more information on the interbank rate. It is your responsibility to stay informed of any changes to the limits and fees applied to any exchanges at the interbank rate.

Instant Transfer

9.1 When this function is available, Revolut Dashboard Users will be able to send your Electronic Money using the Revolut Dashboard.

9.2 Revolut Dashboard Users can make a request to enter into an Instant Transfer by logging onto the Revolut Dashboard, clicking on the Send button and following the on-screen instructions. The Revolut Dashboard User will need to enter the Counterparty's details requested on the Revolut Dashboard (the 'unique identifier') in order to request entry into an Instant Transfer. It is your responsibility to make sure that the Counterparty's unique identifier is entered correctly. Any error may result in the Instant Transfer being unsuccessful or delayed. We shall not be liable for any losses you incur from a Revolut Dashboard User entering the incorrect unique identifier.

9.3 If the Counterparty is already a Revolut User, the Revolut Dashboard User will be informed on the Revolut Dashboard, prior to confirming your request to enter into the Instant Transfer, of:

- A. the Counterparty's name;
- B. the amount and currency of Electronic Money you wish to send to the Counterparty;
and
- C. the Fees for the Instant Transfer (if any).

9.4 In order to submit the request to enter into the Instant Transfer, the Revolut Dashboard User will need to confirm the details which have been entered by hitting the button entitled "Send" on the relevant part of the Revolut Dashboard. Once the Revolut Dashboard User has provided confirmation (provided the Counterparty is a

Revolut User), then at this time we will have been deemed to have received your request to enter into the Instant Transfer.

9.5 If the Counterparty is not a Revolut User, then the request to enter into an Instant Transfer shall be pending for 72 hours (excluding weekends and bank holidays in England). The request to enter into the Instant Transfer will not be deemed as received until the Counterparty is approved as a Revolut User, within the 72 hours (excluding weekends and bank holidays in England) that the Instant Transfer is pending. The Counterparty will receive an SMS with instructions on how to open a Revolut Account. You authorize Revolut to send an SMS to the Counterparty on your behalf. If the Counterparty does not sign-up to Revolut within 72 hours of the SMS being sent to them, then the pending Instant Transfer will be terminated.

9.6 If the Counterparty is not a Revolut User then:

- A. the request to enter into the Instant Transfer will be pending and will not be deemed to have been received by us until the non-Revolut User has been accepted as a Revolut User;
- B. the Instant Transfer should be completed at the latest by the end of the Business Day following the day upon which the Counterparty becomes a Revolut User, provided the Counterparty becomes a Revolut User before the pending Instant Transfer lapses.

9.7 Once your Electronic Money has been sent, you will be able to view the completed Instant Transfer on the Revolut Transaction History part of the Revolut Dashboard.

Revolut Bank Transfer and Monetary Exchange

10.1 You can enter into a Revolut Bank Transfer by Revolut Dashboard Users using the Revolut Dashboard.

10.2 Revolut Dashboard Users can make a request to enter into a Revolut Bank Transfer on your behalf by logging onto the Revolut Dashboard, clicking on the Send button and following the on-screen instructions. The Revolut Dashboard User will need to enter the Counterparty Bank Account details (as requested on the Revolut Dashboard) in order to request entry into a Revolut Bank Transfer. It is your responsibility to make sure that the details of the Counterparty and the Counterparty Bank Account (the 'unique identifiers') are entered correctly. Any error in information may result in the Revolut Bank Transfer being unsuccessful or delayed. We shall not be liable for any losses you incur from a Revolut Dashboard User entering the incorrect

Counterparty Bank Account details. In such a case, we will make reasonable efforts to recover the funds involved.

10.3 The Revolut Dashboard User will be informed on the Revolut Dashboard, prior to confirming your request to enter into the Revolut Bank Transfer, of:

- A. the details of the Counterparty Bank Account;
- B. the amount and currency of money you wish to send to the Counterparty; and
- C. the Fees for the Revolut Bank Transfer (if any).

10.4 In order to submit the request to enter into the Revolut Bank Transfer, the Revolut Dashboard User will need to confirm the details which have been entered by hitting the relevant button on the relevant part of the Revolut Dashboard. The request to enter into the Revolut Bank Transfer shall be deemed to be received at the time at which the Revolut Dashboard User provided his/her confirmation except that where the request to enter into a Revolut Bank Transfer would otherwise be deemed to be received on a day which is not a Business Day or is received after 1.00 pm, London time on a Business Day, we have the right to treat the request to enter into the Revolut Bank Transfer as having been received on the next Business Day.

10.5 Where the Payment is denominated in:

- D. Euro or Sterling, we shall ensure that the amount of the Revolut Bank Transfer is credited to the Counterparty's payment service provider's account by the end of the Business Day following that on which your request to enter into the Revolut Bank Transfer was deemed to have been received;
- E. a currency other than Euro or Sterling but the account of the Counterparty's payment service provider is located within the European Economic Area ('EEA'), we shall ensure that the amount of the Revolut Bank Transfer is credited to that account by the end of the fourth Business Day following that on which request to enter into the Revolut Bank Transfer was deemed to have been received; and
- F. a currency other than Euro or Sterling and the account of the Counterparty's payment service provider is located outside the EEA, we shall endeavour to ensure that we action the Revolut Bank Transfer as soon as is reasonably practicable.

10.6 If the currency of the Counterparty Bank Account (in accordance with the information provided by a Revolut Dashboard User on the Revolut Dashboard) is different to the currency of the Electronic Money you are using to enter into the Revolut Bank Transfer, then as part of the Revolut Bank Transfer we shall perform a Monetary Exchange to the appropriate currency prior to sending the money to the Counterparty

Bank Account. In this event, you will be informed of the Exchange Rate for the Monetary Exchange prior to confirming the Revolut Bank Transfer.

10.7 A Revolut Dashboard User may revoke your request to enter into the Revolut Bank Transfer at any time prior to the of the end of the Business Day prior to the date upon which the Revolut Bank Transfer is due to take place.

10.8 Once the Revolut Bank Transfer has been completed, you will be able to view the completed Revolut Bank Transfer on the Revolut Transaction History part of the Revolut Dashboard.

10.9 If, for whatever reason, the funds are not deposited in the Counterparty Bank Account and are returned to Revolut, the funds will be returned in the currency of the Electronic Money they were sent to the Counterparty Bank Account. Due to the difference in price for purchasing and selling currencies and/or fluctuations in currency exchange rates, the amount of Electronic Money you receive back into your Revolut Electronic Money Account may be more or less than what was originally redeemed to perform the Revolut Bank Transfer. Revolut is not liable for any losses you incur in this respect.

10.10 Some Counterparties accept payment by setting recurring payments to be deducted from your Revolut Electronic Money Account on a regular basis. The amount of the recurring payment and the intervals at which the payments will be deducted is determined by the arrangement between you and the relevant Counterparties and their terms and conditions will apply. If you wish to amend or cancel your recurring payment, you may only do this by contacting the Counterparties directly.

ATM Withdrawal and Monetary Exchange

11.1 Subject to the restrictions put on the relevant Revolut Cardholder on the Revolut Dashboard, Revolut Cardholders can use their Revolut Cards to withdraw cash from an ATM. In such an event we will redeem Electronic Money in your Revolut Electronic Money Account and the Revolut Cardholder will be provided with the equivalent amount of cash. The Revolut Cardholder will need to follow the instructions on the ATM machine to perform the ATM Withdrawal. This may involve entering his/her PIN.

11.2 If the Revolut Cardholder chooses to be charged for the currency he/she withdraws in a currency other than the currency for which you hold enough Electronic Money in your Revolut Electronic Money Account, then the Electronic Money in your Revolut Electronic Money Account will be redeemed and used to purchase money in

the currency for which the Revolut Cardholder has chosen to be charged. In such an event our Exchange Rate will be used.

11.3 Where a currency conversion is offered to a Revolut Cardholder by the merchant or ATM owner and you choose to authorise the payment transaction on the basis of the ATM owner's exchange rate and charges, Revolut has no liability to you for that currency conversion. You can find more information on this at <https://revolut.com/faq>.

Revolut Card Purchase and Monetary Exchange

12.1 Subject to the restrictions put on the relevant Revolut Cardholder on the Revolut Dashboard, Revolut Cardholders can use their Revolut Card to purchase goods and/or services from a merchant either online or at a point of sale terminal anywhere that accepts the Revolut Card. In such an event we will redeem Electronic Money in your Revolut Electronic Money Account and the merchant will be sent, less any fees from the Revolut Card Issuer, the equivalent amount of money. The Revolut Cardholder will need to follow the instructions on the relevant website or point of sale machine to perform the Revolut Card Purchase. This may involve the Revolut Cardholder entering the details of Revolut Card (the card number, expiry date and CVC number) or his/her PIN.

12.2 If the Revolut Cardholder chooses to be charged for his/her purchase in a currency other than the currency for which you hold enough Electronic Money in your Revolut Electronic Money Account, then the Electronic Money in your Revolut Electronic Money Account will be redeemed and used to purchase money in the currency for which you have chosen to be charged. In such an event our Exchange Rate will be used.

12.3 Where a currency conversion is offered to you by the merchant and you choose to authorise the payment transaction on the basis of the merchant's exchange rate and charges, Revolut has no liability to you for that currency conversion. You can find more information on this at <https://revolut.com/faq>.

Receive Electronic Money

13.1 Where the function becomes available, if you receive Electronic Money into your Revolut Electronic Money Account, we will send a notification to the Revolut Dashboard and display the payment in your Revolut Transaction History.

13.2 When the function becomes available, a Revolut Dashboard User can request a payment from another Revolut User by using the “Request Money” function on the Revolut Dashboard. You should only use this function for amounts owed to you and that are due for payment in full. This service may not be used as a debt collection or enforcement tool.

Exchange Rates

14.1 The “Exchange Rate” means the rate at which you can use one currency to purchase the other currency. Generally, for major currencies during FX market hours we offer you the interbank rate. However, in certain circumstances, it is not possible to provide you with the interbank rate including when the FX market is closed on weekends or on bank holidays or when your Exchange Rate involves illiquid currencies. It may also not be possible to provide you with the interbank rates due to other external factors such as volatile market conditions, a system failure of Revolut or any other external factors. In such instances, we might provide you with FX rates different from the interbank rate. Please see the Fees and Pricing Section for more details. We will use the Exchange Rates set out in the Fees and Pricing Section, where we can, however you will be informed (where possible) of the exact Exchange Rate for each Revolut Transaction prior to your entry into same. It is your responsibility to ensure that you are happy with the Exchange Rate we offer you, Revolut Dashboard Users and Revolut Cardholders prior to entering into each Revolut Transaction. In addition, our live exchange rates are available on the Revolut Dashboard.

Your Balance and Negative Balances

15.1 You acknowledge that balances and available funds reported on the Revolut Dashboard are only approximate real time balances rather than the settled balances in your Revolut Electronic Money Account. A real time balance may not take into account pending debits and credits. Revolut will provide you with information on pending debits and credits as soon as it has that information.

15.2 If for any reason you have a negative balance in your Revolut Electronic Money Account, you agree to immediately Top Up the required amount to correct the negative balance, such amounts being due without the need for previous notification. If you fail to do so:

A. we may exercise our right of set off in accordance with Clause 20 (Our Right to Set-Off) of these Terms;

- B. initiate a chargeback procedure for any specific transaction which led to your Revolut Electronic Money Account having a negative balance;
- C. take debt collection measures including but not limited to mandating a debt collection agency or solicitors or to pursue the claim in court. We reserve the right to charge you the expenses we reasonably incur in connection with any debt collection or enforcement efforts;
- D. if Revolut requests that you complete a Top Up in order to correct a negative balance and you fail to do so within 7 Business Days, you authorise us to initiate a payment transaction for the amount of the negative balance (or the equivalent in another currency) from your linked bank account or payment instrument.

Security

16.1 You must ensure that all Revolut Dashboard Users take all reasonable steps to:

- A. keep his/her Username and Password safe;
- B. ensure that access to the Revolut Dashboard is kept safe; and
- C. keep his/her API Key safe and only grant access to such API Key to authorised personnel.

16.2 The requirement in Clause 16.1 includes, but is not limited to, for the avoidance of doubt:

- D. Each Revolut Dashboard User:
- E. logging off the Revolut Dashboard every time he/she leaves the computer (or other device) used to gain access to the Revolut Dashboard;
- F. keeping the computer the Revolut Dashboard User uses to gain access to the Revolut Dashboard safe and secure and locked with a secure password;
- G. not writing down or telling anyone his/her Username or Password;
- H. changing his/her Password regularly;
- I. keeping his/her API Key secure;
- J. if he/she receives any SMSs or emails, questionnaires, surveys, or other links that require you to provide his/her Password, not providing your information and contacting our customer services team via the chat function on the Revolut Dashboard;
- K. ensuring that the computer and e-mail account(s) and mobile phone he/she uses to communicate with us are secure and only accessed by the Revolut Dashboard User, as the computer, e-mail address and mobile phone may be used to reset his/her Password or to send information relating to the security of the Revolut Dashboard;

- L. if at any time he/she thinks that his/her Password has been lost, stolen or any other person knows his/her Password, informing customer services immediately via the chat function on the Revolut Dashboard;
- M. irrespective of whether or not the Revolut Dashboard User is using a public, a shared or his/her own computer (or other device) to access the Revolut Dashboard:
 - A. always ensuring that his/her login details are not stored by the browser or cached or otherwise recorded; and
 - B. never using any functionality that allows the Username and/or Password to be stored by the computer or other device he/she uses to gain access to the Revolut Dashboard.
- N. each Revolut Cardholder:
 - O. keeping his/her Revolut Card safe and secure;
 - P. not writing down or telling anyone his/her PIN or details of the Revolut Card;
 - Q. disabling his/her Revolut Card or otherwise reporting to us, at any time if he/she thinks the security of the Revolut Card is at risk, for example, if it is lost or stolen;

16.3 All Revolut Transactions are processed by automated methods, and anyone who obtains access credentials to the Revolut Dashboard or access to a Revolut Card could use it to enter into Revolut Transactions without your permission. If you, a Revolut Dashboard User and/or a Revolut Cardholder notices misuse, theft or unauthorized use of Username, Password or PIN or any other activity that makes you suspicious, you must contact the customer services team using the chat function on the Revolut Dashboard. If you suspect identity theft or theft of Electronic Money, we suggest that you contact your local police as well.

Restrictions on the use of the Revolut Services

17.1 It is not permitted to:

- A. use the Revolut Services for any illegal purposes, including, but not limited to fraud and money laundering, unlawful sexually oriented materials or services, counterfeit products, unlawful gambling activities, the funding of terrorist organizations, the unlawful purchase or sale of tobacco, firearms, prescription drugs, other controlled substances or other products prohibited by law. Revolut will report any suspicious activity and cooperate with any relevant law enforcement agency or regulator;
- B. use the Revolut Services to abuse, exploit or circumvent the usage restrictions imposed by a merchant on the services it provides, or to obtain goods or services without paying the amount due partially or in full;

- C. breach these Terms or the [Revolut Cardholder Terms](#) or any other agreement or policy that you have agreed with Revolut or with the Revolut Card Issuer;
- D. create more than one Business Account without our prior written consent;
- E. use the Revolut Services to violate any law, statute, ordinance, or regulation;
- F. use the Revolut Services for any illegal purposes including the purchase or sale, or the facilitation of the purchase or sale of, illegal goods or services;
- G. use the Revolut Services to conduct activities pertaining to adult entertainment/pornography, armaments, art dealers, auction houses, charities, chemicals and allied products, cryptocurrency trading, dating and escort services, binary options, gambling, nuclear, political or religious organisations, quasi-cash merchants, second hand car dealers, precious metals or stones, video game arcades or establishments, weapons and defense manufacturers and business claiming to trade in prime bank guarantees, debentures, letters of credit or medium term notes;
- H. use the Revolut Services to hold or transact with client money (as defined in the FCA handbook);
- I. infringe Revolut's or any third party's copyright, patent, trademark, trade secret or other intellectual property rights, or rights of publicity or privacy;
- J. act in a manner that is defamatory, libelous, threatening or harassing when using the Revolut Services;
- K. provide us with false, inaccurate or misleading information;
- L. use the Revolut Services to engage in debt-collection activities;
- M. instruct us to send or receive what we reasonably believe to be potentially fraudulent funds on your behalf;
- N. refuse to cooperate in an investigation or provide confirmation of your identity or any Information you provide to us;
- O. attempt to intentionally or knowingly receive or attempt to receive funds from both Revolut and a merchant for the same Revolut Transaction;
- P. control a Revolut Account that is linked to another Revolut Account that has engaged in any of these Restricted Activities;
- Q. conduct your business or use the Revolut Services in a manner that is likely to result in or may result in complaints, disputes, reversals, chargebacks, fees, fines, penalties or other liability to Revolut, other Users, third parties or you;
- R. use your Revolut Account or the Revolut Services in a manner that Revolut (acting as Card Issuer), Visa, MasterCard, American Express, Discover or any other electronic funds transfer network reasonably believes to be an abuse of the card system or a violation of card association or network rules;
- S. allow any of the currencies in your Revolut Electronic Money Account to have a negative balance;

- T. provide yourself with a cash advance from your credit card (or help others to do so);
- U. take any action that imposes an unreasonable or disproportionately large load on our infrastructure; facilitate any viruses, Trojan horses, worms or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or information; use an anonymizing proxy; use any robot, spider, other automatic device, or manual process to monitor or copy our Website without our prior written permission; or interfere or attempt to interfere with the Revolut Services;
- V. take any action that may cause us to lose any of the services from our Internet service providers, payment processors, or other suppliers;
- W. use the Revolut Services to test credit card behaviours;
- X. circumvent any Revolut policy or determinations about your Revolut Electronic Money Account including, but not limited to, attempting to create a new or additional Revolut Account when a Revolut Electronic Money Account has a negative balance or has been restricted, suspended or otherwise limited; creating new or additional Revolut Electronic Money Accounts using Information that is not your own (e.g. name, address, email address, etc.); or using someone else's Revolut Electronic Money Account;
- Y. harass our employees, agents, or other Users;
- Z. refuse to cooperate in an investigation or provide confirmation of your identity or any Information you provide to us;
- AA. use the Revolut Services in a manner that we believe may be a violation of any applicable electronic payment network rules, card association or network rules, or applicable law;
- BB. use the Revolut Services to trade FX for speculative purposes or for FX arbitrage;
- CC. refuse or fail to provide further information about you or your business activities that we may reasonably request;
- DD. conduct your business or use the Revolut Services in a manner that leads us to receive a disproportionate number of claims or chargebacks;
- EE. have a credit score provided by a third party provider of Revolut's choosing which indicates a higher level of risk associated with your use of the Services;
- FF. reveal your Password to anyone or use anyone else's Password.

17.2 You must ensure that Revolut Dashboard Users and Revolut Cardholders only enter into Revolut Transactions relating to the sale or supply of goods and services in compliance with all applicable laws and regulations. The fact that a person or entity

accepts payments via a Revolut Transaction is not an indication of the legality of the supply or provision of the goods and services.

17.3 We reserve the right to refuse to perform a Top Up from or enter into a Revolut Bank Transfer to any Restricted Countries.

17.4 If Revolut, in its sole discretion, believes that you may have breached the provision of this Clause, we may take action to protect ourselves, other Users and third parties. The action we may take includes but is not limited to:

GG. closing, suspending, or limiting your access to your Revolut Electronic Money Account or any or all of the Revolut Services.

HH. contacting other Users who have transacted with you; contacting your bank or credit card issuer; and/or warning other Users, law enforcement, or impacted third parties of your actions;

II. updating inaccurate Information you have provided to us;

JJ. taking legal action against you;

KK. terminating these Terms or access to the Website;

LL. fully or partially reversing a Revolut Transaction; and/or

MM. blocking your access to your Revolut Electronic Money Account and/or Revolut Dashboard temporarily or permanently.

17.5 Where possible, Revolut will provide you with the relevant information regarding the actions imposed, but we may be unable to do so in accordance with the appropriate law including avoiding disclosing protected third party information or interfering in the course of an investigation.

Revolut Transaction Limits

18.1 We reserve the right to impose at our sole discretion Revolut Transaction Limits, based on criteria determined by us and that does not have to be disclosed.

18.2 Revolut Dashboard Users can view some of these Revolut Transaction Limits by logging onto the Revolut Dashboard. Revolut may, from time to time, provide you with procedures or methods to remove or increase such limits.

Suspending your use of the Revolut Services

19.1 We reserve the right to change, suspend or discontinue any aspect of the Revolut Services at any time, including hours of operation or availability of the Revolut Services or any Revolut Services feature, without notice and without liability.

Our Right to set-off

20.1 On the happening of any event which entitles us to be compensated by you, we shall be entitled to recover any sum due to us by retaining part or all of any sum that you have lodged with us under any Revolut Transaction or otherwise. You shall have no similar right of set-off. For the avoidance of doubt, this includes if one of the currency balances in your Revolut Electronic Money Account shows that you owe us an amount of funds for any reason or has a negative balance, Revolut may set-off the amount you owe us by using funds you maintain in that currency or in a different currency balance or by deducting amounts you owe us from money you receive into your Revolut Electronic Money Account, or money you attempt to withdraw or send from your Revolut Electronic Money Account, or in a different Revolut Electronic Money Account which you control and by deducting funds from any withdrawals you attempt to make.

20.2 If the amount owed to us is in a currency which is different to the money or Electronic Money you hold with us, we shall convert the amount you hold with us to the currency of the amount you owe us by applying our Exchange Rates. We do not need to notify you of this conversion occurring.

20.3 If an Indemnity Claim is raised by you pursuant to the Direct Debit Guarantee Scheme, and the claim is adjudged by Revolut to be fraudulent or erroneous, we reserve our right of set-off the claim pursuant to Clause 20.1. If for whatever reason we are unable to exercise our right of set-off pursuant to Clause 20.1, we may ask you to pay us another way and if you do not do so within 7 Business Days you authorise us to initiate a payment transaction for the amount we are due to be compensated by you from one of your Stored Cards or User Bank Accounts (as applicable).

Our Liability to Micro-Enterprises and Charities with respect to Instant Transfers, Revolut Bank Transfers, ATM Withdrawals and Revolut Card Purchases

21.1 This Clause applies if you are a Micro-Enterprise or a Charity.

21.2 If you believe that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase has been incorrectly executed or was not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder, you must inform us

as soon as possible via the chat function on the Revolut Dashboard. Failure to notify us immediately on becoming aware or within the 13 months of the date of the unauthorised or incorrectly executed Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or Revolut Card Purchase will result in you losing your entitlement to have the matter corrected.

21.3 Where it is established that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase was not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder or was incorrectly initiated or executed by us (provided we can prove such incorrect transaction has taken place) and you have notified us in a timely manner within 13 months of the date of the unauthorised Instant Transfer, a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase, unless Clause 21.4 applies, we shall refund to you the full amount debited without authorisation.

21.4 You will be liable for:

A. all losses incurred in respect of an Instant Transfer, a Revolut Bank Transfer, ATM Withdrawal or Revolut Card Purchase made by us which was not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder, if you (or a Revolut Dashboard User or a Revolut Cardholder on your behalf) have acted fraudulently, or have intentionally or with gross negligence failed to comply with the obligations set out in Clause 16 (Security) or you have not notified us on time in accordance with Clause 21.2; and

B. where Clause 21.4(a) does not apply, up to £50 of any losses incurred in respect of Instant Transfers, Revolut Bank Transfers, ATM Withdrawals or Revolut Card Purchases which were not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder where you (or a Revolut Dashboard User or a Revolut Cardholder on your behalf) have otherwise failed to comply with your obligations under Clause 16 (Security).

Our Liability to Users which are not Micro-Enterprises and Charities with respect to Instant Transfers, Revolut Bank Transfers, ATM Withdrawals and Revolut Card Purchases

22.1 This Clause applies to you if you are a not a Micro-Enterprise or a Charity.

22.2 Regulations 66(1), 67(3) or (4), 75, 77, 79, 80, 83, 91, 92 and 94 of the Payment Services Regulations 2017 shall not apply to you.

22.3 If you believe that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase has been incorrectly executed or was not authorised by you, a Revolut Dashboard User or a Revolut Cardholder you must inform us as soon as possible via the chat function on the Revolut Dashboard. Failure to notify us immediately on becoming aware or within the 1 month of the date of unauthorised or incorrectly executed Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or Revolut Card Purchase will result in you losing your entitlement to have the matter corrected.

22.4 Where it is established that an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase was not authorised by you, a Revolut Dashboard User or a Revolut Cardholder and you have notified us in a timely manner within 1 month of the date of the unauthorised Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or Revolut Card Purchase, we will be liable for all losses if you can prove beyond a reasonable doubt that the unauthorised Instant Transfer, Revolut Bank Transfer, ATM Withdrawal and/or a Revolut Card Purchase was performed as a result of our fraud or gross negligence.

22.5 Except as set out in Clause 22.4, you will be liable for all losses incurred with respect to Instant Transfers, Revolut Bank Transfers, ATM Withdrawals or Revolut Card Purchases which were not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder.

General Liability

23.1 You are responsible for the acts and omissions of the Revolut Dashboard Users and Revolut Cardholders under these Terms as if they were your own.

23.2 Except where you have acted fraudulently, you will not be liable for any losses incurred in respect of an Instant Transfer, Revolut Bank Transfer, ATM Withdrawal or a Revolut Card Purchase which was not authorised by you, a Revolut Dashboard User and/or a Revolut Cardholder which occurs after a Revolut Dashboard User or a Revolut Cardholder has notified us, without undue delay, on becoming aware of the loss, theft, misappropriation or unauthorised use of the Revolut Card or the Password which relate to those losses. You can notify us via the chat function on the Revolut Dashboard.

23.3 We shall not be liable for non-execution or defective execution in relation to an Instant Transfer or Revolut Bank Transfer we have made in accordance with a unique identifier given to us by a Revolut Dashboard User which proves to be incorrect.

However, we shall make reasonable efforts to recover funds involved in that transaction and may charge you for doing so, including passing on to you charges made by intermediary banks and/or the payee's bank for their assistance in the tracing process.

23.4 We are not liable to you for the correct execution of an Instant Transfer, a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase, if we can prove to you (and where relevant, to any payee's payment services provider) that the payee's payment services provider received the payment within the appropriate time period. We will however, upon your request, make efforts to trace any non-executed or defectively executed payment transactions and notify you of any outcome involving our search.

23.5 Please note any restriction on your liability in relation to an unauthorised or incorrectly executed payment transactions set out in the Payment Services Regulations 2017 does not apply to losses in relation to Electronic Money Exchanges or Monetary Exchanges.

23.6 We are liable to you for the correct transmission of a payment order representing a Top Up via Stored Card (if applicable) within the relevant time limit. Where we are liable, we will immediately re-transmit the payment order in question.

23.7 We shall not be liable to you for any:

- A. delay or failure to perform our obligations under these Terms (including any delay in payment) by reason of any cause beyond our reasonable control including but not limited to any action or inaction by you or any third party, any Force Majeure Event, bank delay, postal delay, failure or delay of any fax or electronic transmission, any accident, emergency, act of god or any abnormal or unforeseeable circumstances; or
- B. consequential or indirect loss (such as loss of profits or opportunity) you may incur as a result of us failing to perform our duties under a Revolut Transaction; or
- C. losses as a result of a requirement imposed on us by the Payment Services Regulations 2017 or the Electronic Money Regulations 2011 or our obligations under the laws of any EEA state or other jurisdiction.

23.8 You are responsible for all liabilities, financial or otherwise, incurred by Revolut (acting as Card Issuer), Revolut, a Revolut User, or a third party caused by or arising out of your breach of these Terms, your use of the Revolut Services, and any use of your Revolut Account. You agree to reimburse the Revolut (acting as Card Issuer),

Revolut, a Revolut User, or a third party for any and all such liability, to the extent not prohibited by applicable law.

23.9 You remain liable under these Terms in respect of all charges and other amounts incurred through the use of your Revolut Account at any time, irrespective of termination, suspension or closure.

23.10 You alone are responsible for understanding and complying with any and all laws, rules and regulations of your specific jurisdiction that may be applicable to you in connection with your use of the Revolut Services, including but not limited to, those related to export or import activity, taxes or foreign currency transactions. You are liable to the state and other subjects for fulfilment of all tax obligations independently. Revolut shall not be responsible for the execution of tax obligations, or calculation and transfer of taxes applied you.

23.11 You agree to defend, reimburse or compensate us (known in legal terms to “indemnify”) and hold Revolut, our third party providers, our employees or agents who are authorised to act on our behalf harmless from any claim or demand (including legal fees) made or incurred by any third party due to or arising out of your, the Revolut Cardholders, the Revolut Dashboard Users or your other employees' or agents' breach of these Terms, breach of any law and/or use of the Revolut Services.

23.12 Nothing in these Terms shall operate to exclude liability for death or personal injury or for fraud or fraudulent misrepresentation or for any liability that cannot be excluded or amended by law.

23.13 In no event shall Revolut be liable for loss of profits or any special, incidental or consequential damages arising out of these Terms or otherwise in connection with the Revolut Services, howsoever arising.

23.14 To the extent permitted by applicable law, Revolut is not liable, and you agree not to hold it responsible, for any damages or losses (including, but not limited to, loss of money, goodwill, or reputation, profits, or other intangible losses or any special, indirect, or consequential damages) resulting directly or indirectly from:

- D. Revolut Dashboard Users and Revolut Cardholders acting under your authorisation in accordance with these Terms and the limitations imposed upon them on the Revolut Dashboard;
- E. your inability to use the Revolut Services for whatever reason;
- F. delays or disruptions in the Revolut Services;

- G. viruses or other malicious software obtained by accessing the Website or any associated site or service;
- H. glitches, bugs, errors, or inaccuracies of any kind in the Revolut Services;
- I. the content, actions, or inactions of third parties;
- J. a suspension or other action taken with respect to your Revolut Account;
- K. your need to modify practices, content, or behaviour, or your loss of or inability to do business, as a result of changes to these Terms or Revolut's policies;
- L. illegal actions and operations of third persons performed using counterfeited and/or illegal documents or illegally received data;

Withdrawing Funds

24.1 Provided they have the applicable permissions, a Revolut Dashboard User may withdraw funds from your Revolut Electronic Account by entering into a Revolut Bank Transfer and choosing a User Bank Account as the Counterparty Bank Account.

24.2 Revolut is not responsible for the withdrawal payment once the funds are received by your payment service provider as Revolut is the payer and not the payment service provider for withdrawals.

Closing Your Account

25.1 Your Revolut Account will be closed at the end of the term of this agreement in accordance with Clause 3.1 or upon termination of these Terms in accordance with Clause 31.1 (Amendments to these Terms) and Clause 34 (Termination). You accept that after your Revolut Account has been closed, Revolut will store personal data about you, your Revolut Dashboard Users, any Revolut Cardholders and your Revolut Transactions for a period of six years.

25.2 If your Revolut Electronic Money Account holds a balance at the time of its closure, we may ask you to withdraw your funds within a reasonable period of time, during which your Revolut Electronic Money Account will be accessible for the purpose of withdrawing the remaining balance only. After the expiry of this period you will not be able to access your Revolut Electronic Money Account but you may withdraw any remaining funds for a period of six years from the date of closure of your Revolut Account by contacting customer service and requesting that the funds be sent to you by returning the funds by either a card refund or bank transfer. When your Revolut Account is closed, any pending instructions will be cancelled.

25.3 You may not close your Revolut Account to evade an investigation. If you attempt to close your Revolut Account while Revolut is conducting an investigation, it may freeze the account to protect all parties to the Revolut Services, its affiliates, or a third party against any liability. You will remain liable for any obligations related to your Revolut Account even after it is closed.

Notice and Communications

26.1 You agree and consent to electronic receipt of all Communications that we provide in connection with the Revolut Services. We will provide Communications to you by making them available on the Revolut Dashboard or by emailing them to you at the primary email address listed in your Revolut Account profile.

26.2 It is your responsibility to ensure that Revolut Dashboard Users log onto the Revolut Dashboard regularly and regularly review the Revolut Dashboard, the Website and their primary email address and open and review communications that we deliver to you through those means. You are obligated to review your notices and Revolut Transaction History, and to promptly report any questions, apparent errors, or unauthorized Revolut Transactions. Failure to contact us in a timely manner may result in loss of funds or important rights.

26.3 We may contact you from time to time to notify you of changes or information regarding your Revolut Account. It is your responsibility to ensure you regularly check the Revolut Dashboard and that your contact information stored on your profile in the Revolut Dashboard is up to date. You may contact us in accordance with these Terms via the chat function on the Revolut Dashboard.

Data

27.1 The processing of your data is governed by these Terms, any applicable Supplements as well as our Privacy Policy.

27.2 Revolut reserves the right to transmit the Information or personal data about you as well as activity in your Account to law enforcement institutions, state authorities and financial institutions, if such is necessary to comply with relevant legislation, and in order to identify whether these Terms and relevant legislation have not been violated.

27.3 By providing Revolut with a telephone number (including a mobile telephone number), you agree to receive autodialed and pre-recorded message calls at that number. The ways in which you provide us a telephone number include, but are not

limited to, providing a telephone number at Revolut Account opening, adding a telephone number to your profile on your Revolut Dashboard at a later time, providing it to one of our employees, or by contacting us from that phone number. If a telephone number provided to us is a mobile telephone number, you consent to receive SMS or text messages at that number, for service-related matters. We will not share your phone number with non-affiliated third parties for their purposes without your consent and we will never market, advertise, or solicit you using autodialling or pre-recorded messages, but we may share your phone numbers with our affiliates or with other service providers, such as billing or collections companies, who may contact you using autodialled or pre-recorded message calls or text messages.

27.4 You understand and agree that Revolut may, without further notice or warning and in our discretion, monitor or record the telephone conversations you or anyone acting on your behalf has with Revolut or its agents for quality control and training purposes or for its own protection. You acknowledge and understand that, while your communications with Revolut may be overheard, monitored, or recorded without further notice or warning, not all telephone lines or calls may be recorded by Revolut, and Revolut does not guarantee that recordings of any particular telephone calls will be retained or retrievable.

27.5 You agree that we can use your Information in connection with your Revolut Account, to enable us to review, develop and improve our products and services. This may involve providing your Information to our partners, affiliates, agents, distributors and suppliers to process Revolut Transactions and for their statistical research and analytical purposes. We may also disclose your Information as required by law, regulation or any competent authority or agency to investigate possible fraudulent, unlawful or unauthorised activity.

27.6 You understand and agree that we may collect information about how you and other Revolut Dashboard Users interact with the Revolut Services. We may access the address book on such user's device and store names and contact information to facilitate social interactions through the Revolut Services and for other purposes. We collect transaction details related to your use of the Revolut Services, including the type of service requested, date and time the service was provided, amount charged and other related transaction details. We may collect information about your mobile device, including for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information and mobile network information. You agree that we may use the information that we collect to facilitate

interactions with the Revolut Services, including sharing certain non-sensitive information about you with other Revolut Users.

Intellectual Property

28.1 The Revolut Dashboard and the Website and all intellectual property rights contained therein, including but not limited to any content, are owned or licenced by us. Intellectual property rights means rights such as: copyright, trademarks, domain names, design rights, database rights, patents and all other intellectual property rights of any kind whether or not they are registered or unregistered (anywhere in the world). Revolut's intellectual property include "Revolut.com," "Revolut", "Beyond Banking", "the Global Money App" and all logos related to the Revolut Services. In addition, all page headers, custom graphics, button icons, and scripts are service marks, trademarks, and/or trade dress of Revolut. You may not copy, imitate, or use them without our prior written consent. You may not copy, imitate or use Revolut's intellectual property rights without prior written consent.

28.2 We reserve all of our rights in any intellectual property in connection with these Terms. This means, for example, that we remain owners of them and free to use them as we see fit.

28.3 Nothing in these Terms grants you any legal rights in the Revolut Dashboard and/or the Website, other than as necessary to enable you to access the Revolut Dashboard. You agree not to adjust or try to circumvent or delete any notices contained on the Revolut Dashboard (including any intellectual property notices) and in particular in any digital rights or other security embedded or contained within the Revolut Dashboard.

Requesting Information

29.1 You may request, at any time during the extent of these Terms, a copy of these Terms and any of the information set out in the Schedule 4 of the Payment Services Regulations 2017.

Customer Support and Complaints

30.1 We take all complaints seriously. Any complaints about us or the services we provide should be addressed to the chat function on the Revolut Dashboard. You should clearly indicate that you are wishing to make a complaint to us. This helps us to distinguish a complaint from a mere query. Our complaints procedure (available on

our Website) sets out the process for submitting and resolving any complaints. You may request a copy of our complaints procedure at any time by contacting customer services via the chat function on the Revolut Dashboard.

30.2 A final response to your complaint, or a letter explaining why the final response has not been completed, will be sent to you within 15 Business Days of your complaint having being made, and in exceptional circumstances, within 35 Business Days (and we will let you know if this is the case). Should this not be possible due to unforeseen circumstances or lack of information, we will contact you.

30.3 If after having received our final response you are still unhappy or not satisfied, and you are (a) a microenterprise; (b) a small charity; or (c) a small trust, then you may, if your complaint falls with the Financial Ombudsman's Jurisdiction, be able to take your complaint to the Financial Ombudsman Service (FOS) details of which are available on the following link www.financial-ombudsman.org.uk/faq/complain.html. You can also call the FOS on 0300 123 9123 or write to: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

30.4 Any complaints about Revolut (acting as Card Issuer) should be made directly to Revolut.

Amendments to These Terms

31.1 These Terms may be amended unilaterally by us, by providing you with two months' notice. These changes will be deemed to have been accepted by you where you do not, before the proposed date of the entry into force of the changes, notify us to the contrary. If you do notify us to the contrary, your notification will be deemed to be a notice that you wish to close your Revolut Account and terminate these Terms on the date upon which the changes are to take effect.

31.2 Where an amendment to the Terms is required by law or relates to the addition of a new service, extra functionality to the existing Service, a reduction in the cost of the Services or any other change which neither reduces your rights nor increases your responsibilities, the amendment may be made without prior notice to you and shall be effective immediately.

£ Fees

32.1 The Subscription Fees and all other applicable fees in relation to these Terms are set out in the Fees and Pricing Section.

32.2 We do not charge any Subscription Fees during the Trial Period. We charge Subscription Fees for the Revolut Services after the Trial Period is over. The Subscription Fees vary depending on which Revolut Plan you have signed up for. The Subscription Fees are payable monthly in arrears .

32.3 In addition to the Subscription Fees, we charge:

- A. fees for the issuance of Physical Revolut Cards and the delivery of Physical Revolut Cards;
- B. fees for withdrawing cash at an ATM;
- C. any other transactional fees as clearly shown on the Revolut Dashboard prior completing an action and accepted by a User.

32.4 If you exceed your Monthly Top Up Volume limit in accordance with your Revolut Plan, you will automatically be upgraded to the next applicable plan and any such Fees in relation to the upgraded plan will be payable for the remainder of the Annual Term. The Subscription Fees and Monthly Top Up Volumes for each of the plans are set out in the Fees and Pricing Section

32.5 We shall deduct the Subscription Fees that you owe us from the GBP or EUR currency balance in your Revolut Electronic Money Account. If there is not enough GBP or EUR balance in your Revolut Electronic Money Account, we shall deduct the equivalent Subscription Fees from a different currency balance(s) using our Exchange Rates. If there is not enough Electronic Money in your Revolut Electronic Money Account to pay your fees in any currency, then we shall take our fee from the Stored Card you supplied when signing up for the Revolut Services or other Stored Card belonging to you or a Revolut Dashboard User which has been provided to us. We reserve the right to suspend your access to your Revolut Services if we are not paid any monies owing to use by you on time.

32.6 Fees for the issuance and delivery of Physical Revolut Cards shall be charged at the time the request for Physical Revolut Card is made. If your Revolut Electronic Money Account balance is insufficient to cover the fees for the issuance and/or the delivery of the Physical Revolut Card, then we may refuse to issue the Physical Revolut Card

32.7 ATM Withdrawal fees will be charged at the time the ATM Withdrawal is performed. If your Revolut Electronic Money Account balance is insufficient to cover the ATM Withdrawal Fees, we may refuse to execute the ATM Withdrawal. Please be aware that some ATM providers charge additional fees for the use of their ATMs and

some merchants add a surcharge for accepting certain types of cards. You may also be subject to merchant's terms and conditions of business when the Revolut Cardholders use the Revolut Card and it is your and the Revolut Cardholder's (on your behalf) responsibility to review and agree these before proceeding with a Revolut Card Transaction.

No Warranty

33.1 The Revolut Services are provided on an "as is," "as available" basis and without any representation or warranty, whether express, implied or statutory. Revolut, and the officers, directors, agents, joint venturers, employees and suppliers of Revolut, make no representation or warranty of any kind whatsoever for the services or the content, materials, information and functions made accessible by the Revolut Services used on or accessed through the Revolut Services, or for any breach of security associated with the transmission of sensitive information through the Revolut Services.

33.2 Revolut does not warrant that the Revolut Services will be uninterrupted or error free. Revolut shall not be responsible for any service interruptions, including, but not limited to, system failures or other interruptions that may affect the receipt, processing, acceptance, completion or settlement of Revolut Transactions or the Revolut Services.

33.3 Revolut does not have any control over the products or services that are paid for using the Revolut Services.

33.4 Revolut is not responsible for the quality, performance, or any consequential results of the products and/or services purchased using the Revolut Services.

Termination

34.1 Revolut, in its sole discretion, may terminate these Terms at any time, by giving you two months' notice. The termination of these Terms will not affect any of our rights or your obligations arising under these Terms.

34.2 If you are a Charity or a Micro-Enterprise, you may terminate these terms at any time by providing us with one month's notice, such notice to be provided using the chat function on the Revolut Dashboard.

34.3 Without prejudice to any rights that have accrued under these Terms, or any party's other rights or remedies, either party may at any time terminate these Terms with immediate effect by giving written notice to the other party if:

- A. the other party commits a material breach of any term of these Terms and (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- B. the other party repeatedly breaches any of the terms of these Terms in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of these Terms;
- C. the other party is subject to a bankruptcy, insolvency, winding up or other similar event; and/or
- D. the result of laws, payment scheme rules, regulatory authority rules or guidance or any change in or any introduction thereof (or change in the interpretation or application thereof) means that it is unlawful or contrary to any such law, rules, order or regulations for either of the parties to perform or give effect to any of its obligations hereunder and such obligation cannot be readily severed from these Terms.

34.4 Without prejudice to any rights that have accrued under these Terms or any of the party's rights or remedies, we may at any time terminate these Terms with immediate effect by giving written notice to you if:

- E. there is a change of control of you or you dispose of a substantial part of your assets. In this Clause, "control" means the possession by any person(s) or nominee(s) directly or indirectly of the power to direct or cause the direction of another person and "change of control" is construed accordingly;
- F. we are unable to verify your information in the manner set out in these Terms;
- G. you are an individual and you die or you are a partnership and your partnership ends;
- H. we have reason to believe that your business and/or use of the Revolut Services: damages, corrupts, degrades, destroys and/or otherwise adversely affects the Revolut Services, or any other software, firmware, hardware, data, systems or networks accessed or used by you;
- I. there is a material change in the type of business activities you carry out;
- J. there is a significant fluctuation (either positive or negative) in the aggregate number of Revolut Transactions you enter into or the average Monthly Top-Up Volume;
- K. you and/or the Revolut Dashboard Users and/or the Revolut Cardholders have acted or omitted to act in any way which we reasonably determine to diminish our or the Revolut Card Issuer's business operations and/or reputation and/or goodwill

and/or which we reasonably determine or suspect to give rise to any offence or any increased risk or liability to us; and/or

L. we are unable to provide the Revolut Services to you through the inability of any third party to provide us with any good and/or service that we require to provide the Revolut Services to you.

34.5 Other actions we may take. If you have breached the terms of these Terms (including a breach of your obligation to pay us any amount owing), we are otherwise entitled to terminate these Terms, or we may:

M. suspend your use of the Revolut Services (in whole or in part) in which case we will not treat any order for a Revolut Transaction that you may wish to make as being received by us;

N. report any Revolut Transaction or any other relevant information about you and your use of the Revolut Services to the relevant regulatory authority, law enforcement agency and/or government department; and/or

O. if appropriate, seek damages from you.

34.6 Termination of these Terms requires the closing of your Revolut Electronic Money Account in accordance with Clause 25 and the termination of all Revolut Cards and the associated Revolut Cardholder Terms. Revolut will, in conjunction with the Revolut Card Issuer, deal with your remaining balance in accordance with these Terms and the Revolut Cardholder Terms.

34.7 Any terms which by their nature should survive, will survive the termination of these Terms.

Open API

35.1 If a User wants to use the Open API as part of the Revolut Services then this can be activated via the Revolut Dashboard upon which you will gain access to your specific API Key.

35.2 All Revolut Transactions are processed by automated methods, and anyone who obtains access credentials to the Open API through the API Key could use it to enter into Revolut Transactions without your permission. If you, a Revolut Dashboard User and/or a Revolut Cardholder notices misuse, theft or unauthorised use of the Open API or any other activity that makes you suspicious, you must contact the customer services team using the chat function on the Revolut Dashboard.

35.3 We may stop your and the Revolut Dashboard Users' access to the Open API on reasonable grounds relating to: the security of the Revolut Dashboard or the Revolut Card; or the suspected unauthorised and/or fraudulent use of the Revolut Dashboard or a Revolut Card.

35.4 Revolut shall not be liable for any losses you incur as a result of unauthorised access gained as a result of storing your API Key outside of the Revolut Dashboard.

35.5 Please see our designated API page for more information relating to the [Open API](#)

Third Party Providers

36.1 You can choose to allow a Third Party Provider (TPP) to access information on your Revolut Account, to combine and display information about your Revolut Account with information from accounts you have with other payment service providers, and, if applicable to a Revolut Card, to make payments for you from your Revolut Account, provided the TPP is authorised by the FCA or another European regulator and you have given your explicit consent.

36.2 If you do, you must keep us informed of any incorrect or unauthorised transactions that happen so we can take steps to stop further misuse of a Revolut Card and arrange any refund you've been entitled to.

36.3 If you are thinking of using a TPP, it is important you check with the applicable regulator whether it is authorised before you use it.

36.4 We can refuse or stop access to a TPP if we are concerned it isn't authorised or if we believe it's fraudulent or acting fraudulently. If that happens, we'll contact you to explain why unless we believe that would compromise our security or it would be unlawful.

Miscellaneous

37.1 In order to use other functions of the Revolut Services, you may be requested to accept other terms and conditions, either with Revolut or with a third party.

37.2 To be eligible to use the Revolut Services, you must:

- A. pass our regulatory due diligence checks;
- B. not be in breach of these Terms; and

C. not have had any previous Revolut Account closed by us.

37.3 These Terms shall be governed by the laws of England & Wales and any claim or dispute under these Terms shall be subject to the non-exclusive jurisdiction of the Courts of England & Wales.

37.4 These Terms do not intend to confer any benefit on any third party and no third party shall have the right to enforce these Terms or any Revolut Transactions under the Contract (Rights of Third Parties) Act 1999 or otherwise.

37.5 The Electronic Money in your Revolut Electronic Money Account belongs to the person or legal entity which is registered as the Revolut Account holder. We recognise only the rights of the holder of the Revolut Account. You cannot assign or transfer legal ownership of the Revolut Electronic Money Account to anyone.

37.6 It is your responsibility to determine what, if any, taxes apply to the payments you make or receive, and it is your responsibility to collect, report and remit the correct tax to the appropriate tax authority. We are not responsible for determining whether taxes apply to your Revolut Transactions, or for collecting, reporting or remitting any taxes arising from any Revolut Transactions. You hereby agree to comply with any and all applicable tax laws in connection with your use of the Revolut Services, including without limitation, the reporting and payment of any taxes arising in connection with Revolut Transactions made through the Revolut Services.

37.7 If we fail to enforce any of our rights under the Terms, or applicable laws, it shall not be deemed to constitute a waiver of such right.

37.8 You may not transfer or assign or sell any rights or obligations you have under these Terms or otherwise grant any third party a legal or equitable interest over your Revolut Electronic Money Account without Revolut's prior written consent. Revolut reserves the right to transfer or assign these Terms or any right or obligation under these Terms at any time.

37.9 We may comply with any subpoena, levy, or other legal process which we believe to be valid. We may notify you of such process electronically, by phone, or in writing.

37.10 Revolut (acting as Card Issuer or otherwise) has the right to change any of its third-party service providers, including without limitation the Card Processor, with or without notice.

37.11 Revolut reserves the right, but shall have no responsibility, to edit, modify, refuse to post or remove any provider content, in whole or in part, that in its sole and absolute discretion is objectionable, erroneous, illegal, fraudulent or otherwise in violation of these Terms.

37.12 Unless stated otherwise in these Terms, if any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced.

37.13 We do not provide advice and contract on an execution only basis. We may provide information to you from time to time, for example via the Revolut Dashboard or the Website, but we will not and do not provide advice to you either upon the merits of a proposed Transaction or upon any other matter. Before entering into any Revolut Transaction you and the Revolut Dashboard Users and Revolut Cardholders (on your behalf) must make your and their own independent assessment as to whether it is appropriate to enter into a Revolut Transaction based upon your own judgment and upon such advice from such advisers as you consider necessary. It is an express term of every Revolut Transaction which you and the Revolut Dashboard Users and Revolut Cardholders (on your behalf) enter into with us that you are not relying upon any communication (written or oral) made by us as constituting advice about or a recommendation to enter into such Revolut Transaction. Foreign currency exchange rates are subject to fluctuations outside our control. Past movements or trends in the movement of foreign currency exchange rates should not be taken as an indicator of future movements in such exchange rates.

37.14 Clause, Schedule and paragraph headings shall not affect the interpretation of these Terms.

37.15 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

37.16 The Schedules form part of these Terms and shall have effect as if set out in full in the body of this agreement. Any reference to this agreement includes the Schedules.

37.17 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.

37.18 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

37.19 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

37.20 These Terms shall be binding on, and enure to the benefit of, the parties to these Terms and their respective personal representatives, successors and permitted assigns, and references to any party shall include that party's personal representatives, successors and permitted assigns.

37.21 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.

37.22 A reference to writing or written includes email and the chat function on the Revolut Dashboard.

37.23 An obligation upon you includes an obligation upon the Revolut Dashboard Users and Revolut Cardholders.

37.24 Any obligation on a party not to do something includes an obligation not to allow that thing to be done.

37.25 These Terms shall be concluded and interpreted in the English language. If these Terms are translated into another language, it is for reference purposes only. All communications between the parties shall be in the English language.

37.26 Any reference to an English legal term for any action, remedy, method of judicial proceeding, legal document, legal status, court, official or any legal concept or thing shall, in respect of any jurisdiction other than England, be deemed to include a reference to that which most nearly approximates to the English legal term in that jurisdiction.

37.27 A reference to these Terms or to any other agreement or document referred to in these Terms is a reference to these Terms or such other agreement or document as varied or novated (in each case, other than in breach of the provisions of these Terms) from time to time.

37.28 References to Clauses and Schedules are to the Clauses and Schedules of these Terms and references to paragraphs are to paragraphs of the relevant Schedule.

37.29 Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

37.30 Supplements to these Terms are an integral part of these Terms, under which you and Revolut agree on usage of specific services as defined in the Supplements.

37.31 The definitions set out Schedule 1 apply to these Terms.

Schedule 1 — Definitions

“API Key” means the private key which can access the Open API.

“ATM Withdrawal” has the meaning set out in Clause 7.3(a).

“Business Account” means a Revolut Account created for primarily business purposes as opposed to personal use and registered under the name and details of a registered company, LLP, sole trader or partnership.

“Business Account Portal” means the webpage accessible through the Website where a Revolut Dashboard User can obtain access to your Revolut Dashboard.

“Business Day” means a day, other than a public holiday in England, when banks in London are open for business.

"Card" means a Revolut-branded card issued to Revolut Cardholders by the Revolut (acting as Card Issuer.)

"Card Issuer" means Revolut Ltd which is licensed by a card scheme to issue Revolut Cards and manage the associated funds across the MasterCard and/or Visa networks.

"Card Processor" means a third-party payment network card (e.g, Global Processing Services) processor.

"Chargeback" means a request that you or a Revolut Dashboard User files directly with your debit or credit card company to invalidate a Top Up.

“Charity” has the meaning set out in the Payment Services Regulations 2017;

"Communications" means information provided relating to your Revolut Account or any Revolut Transaction, including: any agreements and policies you agree to, (e.g., these Terms) including updates to these agreements or policies; disclosures and

notices, including prospectuses and reports for transaction statements or confirmations; Revolut Account statements and history; and payments authorizations and transaction statements or confirmations; documents; and any other information related to your Revolut Account or the Revolut Services.

“Cookie Policy” means the cookie policy relating to the Website which can be found at <https://revolut.com/cookies>.

“Counterparty” means the person you wish to send Electronic Money or money to.

“Counterparty Bank Account” means the bank account of the Counterparty.

“Direct Debit” means an arrangement between you and your bank or building society that authorises us to Top Up.

“Direct Debit Guarantee Scheme” means, the guarantee scheme offered by Direct Debit which protects you against payments made in error or fraudulently. If an error is made in the payment of your Direct Debit by Revolut or your bank or building society you are entitled to an immediate refund of the amount paid from your bank or building society.

“Electronic Money” means electronically stored value represented by a claim against Revolut.

“Electronic Money Exchange” has the meaning set out in Clause 7.2(a).

“Exchange Rate” has the meaning set out in Clause 14 and the Fees and Pricing Section;

“FCA” means the Financial Conduct Authority of the United Kingdom whose address is 25 The North Colonnade, Canary Wharf, London E14 5HS, United Kingdom; further information on the FCA can be obtained on the FCA’s website at www.fca.org.uk.

“Fees” means the fees and exchange rates payable by you depending on your Revolut Plan, the details of which are set out in the Fees and Pricing Section.

“Fees and Pricing Section” means the separate fees schedule outlining the fees we charge in relation to the Revolut Services which can be found [here](#).

“Force Majeure Event” means an event which is beyond the reasonable control of an affected party including without limit any market disruption, acts or restraints of

government(s) or public authorities, war, revolution, strikes or other industrial action, fire, flood, natural disaster, explosion, terrorist action, the suspension or limitation of trading by any execution venue, or any breakdown, failure, defective performance or malfunction of any telecommunications settlement or other equipment or systems.

“Indemnity Claim” means a claim for a refund in relation to the Direct Debit Guarantee Scheme.

“Information” means any confidential and/or personally identifiable information or other information, including but not limited to the following: name, email address, date of birth, tax identification number, billing/shipping address, phone number and financial information.

“Instant Transfer” has the meaning set out in Clause 7.2(b);

“Micro-Enterprise” means businesses which employ fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million.

“Monetary Exchange” is not a service in its own right but will be part of a Revolut Bank Transfer, an ATM Withdrawal or a Revolut Card Purchase and means redeeming Electronic Money in your Revolut Electronic Money Account and using it to purchase money in a different currency using our Exchange Rates;

“Monthly Top Up Volume” means the total amount of money Revolut receives on your behalf during the course of a month, measured in GBP. If we receive money on your behalf which is not GBP, then for the purposes of calculating the Monthly Top Up Volume, the money shall be converted to GBP using our Exchange Rate.

“Open API” means the Revolut application programming interface which allows Revolut Dashboard Users to automate requests and services in relation to their Revolut Account.

“Password” means a Revolut Dashboard User’s password required to gain access to the Revolut Dashboard via the Business Account Portal.

“Physical Revolut Card” means the tangible plastic cards which allow Revolut Cardholders to enter into ATM Withdrawals and Revolut Card Purchases on your behalf.

“PIN” means personal identification number, which is associated with the Revolut Cardholder’s Revolut Card and allows the Revolut Cardholder to enter into Revolut Card Transactions.

“Professional Plan” has the meaning set out in Clause 3.1.

“Privacy Policy” means out privacy policy which can be found on the Website.

“Restricted Countries” means those countries that do not appear on the Revolut Dashboard.

"Revolut" "we," "us," or "our" means Revolut Ltd, the details of which are set out in Clause 2.1.

“Revolut Account” means your relationship with us as described in these Terms.

"Revolut Account Profile" means your profile, accessible on the Revolut Dashboard where Revolut Dashboard Users can view, among other things, your details, your price plan and your verification limits.

“Revolut Bank Transfer” has the meaning set out in Clause 7.2(c).

“Revolut Card” means both Physical Revolut Cards and Virtual Revolut Cards.

“Revolut Cardholder Terms” means the terms and conditions between Revolut (acting as Card Issuer) and Revolut Cardholders relating to the issuance to Revolut Cardholders and the use by Revolut Cardholders of the Revolut Card.

"Revolut Card Purchase" has the meaning set out in Clause 7.3(b).

“Revolut Card Transaction” has the meaning set out in Clause 7.3.

“Revolut Dashboard” has the meaning set out in Clause 4.1.

“Revolut Dashboard Transaction” has the meaning set out in Clause 7.2

“Revolut Electronic Money Account” means your account with us in which your Electronic Money is held;

“Revolut Plan” means the Start Plan, the Standard Plan, the Professional Plan or any other plan introduced by Revolut from time to time.

"Revolut Services" means Revolut Dashboard Users being given access to the Revolut Dashboard or the Open API via the Business Account Portal and being able to enter into Revolut Dashboard Transactions (subject to their permissions), Revolut Cardholders being issued with a Revolut Card and being able to enter into Revolut Card Transactions and the management of your Revolut Account.

"Revolut Transactions" means both Revolut Dashboard Transactions and Revolut Card Transactions.

"Revolut Transaction History" means the list of Revolut Transactions you have entered into, which is available on the "Transactions" section of the Revolut Dashboard.

"Revolut Transaction Limits" means the limits Revolut imposes on the Revolut Transactions you can enter into, the details of which will be set out on the Revolut Dashboard.

"Revolut User" means a user of Revolut which is not you.

"Standard Plan" has the meaning set out in Clause 3.1.

"Start Plan" has the meaning set out in Clause 3.1.

"Stored Card" means the credit card, debit card, or other payment card, which a Revolut Dashboard User registers for use on the Revolut Dashboard and which will be used by Revolut to receive funds against which we will issue Electronic Money to your Revolut Electronic Money Account or for other purposes under these Terms.

"Subscription Fees" means the fees payable (monthly in arrears) by you which are dependent on the Revolut Plan which you choose, which are set out in the Fees and Pricing Section.

"Supplement(s)" means an agreement between Revolut and you for the provision of separate services by Revolut to you.

"Third Party Bank Transfer" means a payment from a person which is not you to one of our bank accounts, the details of which we shall provide to you, as part of the process of requesting a Top Up.

"Top Up" means you or a third party sending money to us in return for us issuing Electronic Money to your Revolut Electronic Money Account as further described in Clause 6.

"User", "you" or "your" means you being the business that has agreed to these Terms to use the Revolut Services.

"Username" means a Revolut Dashboard User's username required to gain access to the Revolut Dashboard via the Business Account Portal.

"User Bank Account" means a bank account belonging to you.

"User Bank Transfer" means a transfer from a User Bank Account, performed by the User's payment service provider, to one of our bank accounts, the details of which we shall provide to you, as part of the process of requesting a Top Up.

"Virtual Revolut Cards" means the virtual non-tangible cards that allow Revolut Cardholders to enter into Revolut Card Purchases on your behalf.

"Website" means our general website, the web address of which is www.revolut.com.

"Website Acceptable Use Policy" means the website acceptable usage policy which can be found on our Website.

"Website Terms" means the terms and conditions regarding the use of our Website which can be found on our Website.

Saxo Payments Terms & Conditions

Revolut uses Saxo Payments A/S, company registration no. 32338895, Philip Heymans Allé 15, 2900 Hellerup, Denmark, as payment and FX provider for Business Accounts. Saxo Payments is a payment institution authorised and regulated by the Danish Financial Supervisory Authority. By agreeing to Revolut's Business Terms of Service you also agree to be bound by Saxo Payments A/S's Business Terms, Privacy Policy and the Code of Conduct which are available on the following link: <https://www.saxopayments.com/business/terms>.

API Agreement

1. The Revolut API Platform

Welcome to the Revolut Developer Platform! Revolut Ltd and its affiliates (referred to as **Revolut**, **we**, **our** or **us**) have created these Developer Terms and Conditions (these **Terms**) so that developers like you can enjoy the benefits of our Developer Platform while protecting both Revolut's and its users' rights.

These Terms govern your access to and use of our APIs, SDKs, app keys and access tokens, and developer webpages and documentation (**Documentation**) (collectively, the **Developer Platform**). The Developer Platform is designed to allow you to integrate your new and existing applications, products and services (**Your Product**) with Revolut's own applications, products and services (collectively, the **Revolut Service**), through integrations via the Developer Platform (**Your Integration**).

By clicking on **I agree** (or a similar box or button) or using the Developer Platform, you agree to be bound by these Terms. In these Terms, you are referred to as **Developer** or **you**. **Developer** or **you**, also means:

- your company - if you are agreeing to these Terms on behalf of your company; and
- the Ultimate Recipient - if you are providing application development services or are otherwise acting as a connector to a third party (the **Ultimate Recipient**) that will receive or otherwise benefit from any data, content or information of a user, including where such data is aggregated by you across more than one user (**User Data**) obtained through the Developer Platform (i.e., you are a **Connector**), you represent that you are acting as an agent of the Ultimate Recipient and you have the authority to bind the Ultimate Recipient to these Terms.

You will procure that any third party subcontractor that you use complies with these Terms.

2. Registration

To access the Developer Platform, you must follow the registration process established by Revolut. Revolut may approve or deny access to the Developer Platform in its sole discretion. When you register, you may be subject to Revolut's Business Terms of Service and Privacy Policy at [Revolut Service Terms](#), as well as any additional registration terms specified by Revolut. You cannot develop any Integrations or associated services that are in contravention of the Revolut Service Terms.

3. Your Use Rights

Subject to these Terms, you may use the Developer Platform solely to enable Your Product to access or interface with the Revolut Service and as set forth in these Terms (your **Use Rights**). Your use must be as permitted in our Documentation and is subject to call, usage and other limits as described in the Documentation (as may be modified from time to time, and which are incorporated into these Terms) or as we otherwise notify you. All of your rights are non-assignable, non-transferable, and non-sublicensable.

Unless otherwise specified in these Terms, your use within these Use Rights are permitted **free-of-charge** up to, but not to exceed, the Revolut API limits and Revolut customer limits set forth in the Documentation. Revolut reserves the right to change this arrangement with prior notice to you.

If you are a Connector, you are only permitted to pass through any User Data to the Ultimate Recipient on behalf of which you are connecting to the Developer Platform.

If you subcontract the development of Your Product, You will procure that any third party subcontractor engaged by you is only passing through any User Data to you. Such subcontractors shall have no other use rights.

You agree not to use, nor permit any third party to use the Developer Platform in a manner that violates any applicable law, regulation or these Terms.

If you are unsure whether your intended use case(s) comply with these Terms, please reach out to business-partners@revolut.com before investing time and resources into

building Your Product's integration with Revolut. Revolut reserves the rights to modify or amend this policy, in its sole discretion, at any time.

4. Support and Modification

While we may provide you with support or modifications for the Developer Platform, we are not obligated to do so and have no obligation to fix or respond to errors you may encounter. In our discretion and without liability to you, or with prior notice, we may add, remove or modify any features of the Developer Platform; impose additional eligibility requirements or restrictions for access to the Developer Platform; or discontinue the Developer Platform.

5. Branding and Publicity

a. Brand Features

Brand Features means the trade names, trademarks, service marks, logos, domain names, and other distinctive brand features of each party. You may not use Revolut Brand Features without Revolut's prior written consent. You give consent to Revolut to use your Brand Features within its app so that users can access Your Integration. You agree to provide Revolut with appropriate Brand Features for this purpose.

b. Publicity

You may promote Your Integration, including talking to traditional and online media and your users about Your Integration, but you may not issue any formal press release via traditional or online media referring to Revolut without Revolut's prior written consent. You may not make any legal representations, guarantees or warranties on behalf of Revolut or with respect to the Developer Platform or the Revolut Service. If you become aware that any public-facing articles are being developed by independent publications or authors connecting Your Integration to Revolut, then you agree to immediately inform Revolut at media@revolut.com.

Revolut may publicly refer to you, orally or in writing, as a user of the Developer Platform. We may also publish your Brand Features (with or without a link to Your Product) on our websites, in press releases, and in promotional materials without your prior consent.

6. Your Responsibilities

a. User Relationships

Any user's access or use of the Revolut Service itself is subject to Revolut's Service Terms or other applicable terms agreed by Revolut with the user, not Your Terms. Your Product must include your own legally binding terms of use and privacy policy (**Your Terms**) that are publicly available to your third-party users. If a user of the Revolut Service allows Your Product to retrieve any User Data from the Revolut Service, you must (1) access only the minimum data fields Your Product needs to work properly, as permitted by the user and (2) ensure the User Data is collected, processed, transmitted, maintained and used in accordance with Your Terms, all Laws (defined below) and reasonable measures that protect the privacy and security of the User Data, including at a minimum:

- ensuring that any Revolut data held in your systems is stored in a secure way;
- in the event of any breach of security or possible breach of security which has the potential to expose information such as Revolut customer data, public/private key certificates, tokens or other sensitive details, you must immediately advise Revolut by emailing security@revolut.com.
- highly sensitive data such as signing certificates used to sign requests should be stored in a secure manner where access is strictly controlled and not publicly accessed (such as being stored within the web root); ensuring access control mechanisms exist for your operational staff, and appropriate policies are set about appropriate use of data;
- not using shared hosts, as there's a chance that other users will be able to access your Revolut API credentials and access the API, or that they will be able to access the data once it arrives in your database;
- at a minimum, using TLS for application logins, though it is recommended all logged in pages are secured with TLS; and
- adhering to and publishing a privacy policy which can be accessed from your website.

Without limiting the foregoing, Your Terms must contain clear and legally adequate disclosures about the nature of Your Product's integration with Revolut and the User Data you are collecting and how you may use it.

b. Be a team player

We hope our Developer Platform will allow you to bring something awesome to our users. However, to do this, we need your cooperation on a few things. You agree not to use, nor allow any third party to use, the Developer Platform to:

- Submit to the Developer Platform or Revolut Service any viruses, worms, defects, Trojan horses, malware or any items of a destructive nature;
- Defame, abuse, harass, stalk or threaten others, promote unlawful activities or send disruptive or offensive messages or advertisements;
- Try to exceed or circumvent limitations on calls and use;
- Create multiple versions of Your Integration that access the Developer Platform for the same or similar usages (e.g. creating customer-specific versions of Your Integration);
- Copy, reformat, reverse-engineer, or otherwise modify the Developer Platform, access credentials, or our website or content;
- Download, scrape, post or transmit (in any form or means) any part of our website or content;
- Sublicense Revolut APIs for use by a third party;
- Use User Data to assist with any unsolicited marketing communication (electronic or otherwise) to any person;
- Resell (for a fee, or any other commercial benefit) any User Data (for clarity, as used in this Section 6.b., “resell” does not include your charging subscription fees for access to Your Product, generally);
- Transfer any User Data, in the form provided through the Developer Platform, to any third party;
- Permit any third party to use any User Data, for any purpose not directly related to your advertised service offering, including but not limited to the on-sale of transactional bank feed data or any revenue generating product or services;
- Create an API or similar function designed to help you enhance your websites and/or Your Product that functions substantially the same as any of our APIs and offer it for use by third parties;
- Access the Developer Platform for competitive purposes (including to connect to a competitive product or to create your own competitive product) or publicly disseminate performance information or analysis (including uptime, response time and/or benchmarks) relating to the Revolut APIs.

c. Your Representations and Indemnity

You are solely responsible for your use of the Developer Platform, Your Product and any data or content that you use with the Developer Platform.

You represent and warrant that (a) you have full power and authority to enter into and perform these Terms; (b) your use of the Developer Platform and Your Product will not violate any third party rights (including intellectual property rights and rights of

privacy or publicity) or any laws, rules, regulations or orders, including those relating to data privacy, data transfer, international communications and the export of technical or personal data (**Laws**); (c) all information you provide to Revolut is and will be true, accurate, and complete; and (d) you will not interfere with Revolut's business practices, the way in which it offers the Revolut Service or the Developer Platform or any third party products or networks used with the Developer Platform. You will indemnify, defend (at Revolut's request) and hold harmless Revolut and its affiliates and their respective directors, officers, employees, agents, contractors, end users and licensees from and against any claims, losses, costs, expenses (including reasonable attorneys' fees), damages or liabilities based on or arising from (i) your use of the Developer Platform, (ii) Your Integration and your relationships or interactions with any users or third party distributors of Your Integration, or (iii) your breach or alleged breach of these Terms. Revolut may at its own expense participate in the defense and settlement of any claim with its own counsel, and you may not settle a claim without Revolut's prior written consent (not to be unreasonably withheld).

7. Disclaimer of Warranties

The Developer Platform, Revolut Service and all other Revolut Materials (defined below) are provided "as is" and "with all faults". Revolut and its third party licensors disclaim all representations, warranties and guarantees, whether express, implied or statutory, including implied warranties of merchantability, title, non-infringement and fitness for any purpose. Revolut makes no representation, warranty or guarantee (a) related to reliability, accuracy, or completeness of the Developer Platform or any Revolut Materials, (b) that Revolut will continue to offer the Developer Platform or (c) that use of any Revolut Materials will be secure, timely, uninterrupted, error-free or meet partner's requirements or expectations. You may have other statutory rights, in which case the disclaimers above will apply to the full extent permitted by law.

8. Limitation of Liabilities

To the maximum extent permitted by law: (a) Revolut will not be liable for any loss of use, lost or inaccurate data, failure of security mechanisms, interruption of business, costs of delay or any indirect, consequential, special, exemplary, punitive, or other liability related to the revolut materials or otherwise under these terms, whether in contract, tort or any other legal theory; and (b) in any event Revolut's entire aggregate liability under these terms will be limited to the greater of (1) the amount you paid us (if any) to use the Developer Platform in the twelve (12) months preceding the claim or (2) one thousand pounds (£1000). You acknowledge and agree that this section 8

reflects a reasonable allocation of risk and that Revolut would not enter into these terms without these liability limitations. This section 8 will survive notwithstanding any limited remedy's failure of essential purpose.

9. Intellectual Property Rights and Additional Terms

a. Revolut Independent Development and Patent Issues

You understand and acknowledge that Revolut may be independently creating (or may receive from third parties) features, applications, content, or other products or services that may be similar to or competitive with Your Product, and nothing in these Terms will be construed as restricting or preventing Revolut from doing so. In addition, in order to allow others to benefit from the Developer Platform, you agree not to assert (or assist or encourage anyone in asserting) any patent claims against Revolut (or its users, customers partners or developers, or Revolut's or their respective successors, assigns) where such patent claim relates to the integration, combination or interface of any applications, products or services with the Revolut Service or our other products or services.

b. Developer Exception to Privacy Policy

Revolut may reveal personal information about developers for attribution purposes, handling inquiries from users or potential users, and other purposes Revolut reasonably deems necessary under these Terms. You understand and agree that Revolut may access, preserve, and disclose your personal information and your developer account details if required to do so by law or in a good faith belief that such access, preservation, or disclosure is reasonably necessary to comply with legal process or to protect the rights, property, or safety of Revolut, its affiliates or partners, its users, or the general public.

c. Revolut's Rights

As between you and us, we own all rights, title, and interest, including all intellectual property rights, in and the Developer Platform, Revolut Service, Revolut's Brand Features, our other products and services, and all related technology, websites and content, and any modifications or derivative works of the foregoing (collectively, the **Revolut Materials**). Except for the limited use right expressly granted to you under these Terms, Revolut does not grant you any right, title, or interest in the Revolut Materials. If you provide us with any suggestions, comments or other feedback relating to the Revolut Materials (**Feedback**), you grant us a worldwide, royalty-free, non-

exclusive, perpetual and irrevocable license to use, copy, modify, sublicense (through multiple tiers) and otherwise exploit the Feedback (including any ideas, concepts, methods, know-how or techniques embodied in Feedback) for any purpose, without any restriction or obligation to you based on intellectual property rights or otherwise.

d. Your Integration

You retain ownership of any intellectual property rights in Your Integration, subject to Revolut's rights in any underlying Revolut Materials. You agree to provide us with a reasonable number of copies of or other access to Your Integration. During the term of these Terms you hereby grant to us a paid-up, royalty-free, non-exclusive, worldwide, irrevocable, right and license, under all of your intellectual property rights, to: (a) use, perform, and display Your Integration and its content for purposes of our internal testing purposes (including security testing) and for marketing, demonstrating, and making your Integration available to users; and (b) link to and direct users to Your Product and Your Integration. Following the termination of these Terms and upon written request from you, Revolut will make commercially reasonable efforts, as determined in its sole discretion, to remove all references and links to Your Integration from Revolut's website and the Revolut Service. Revolut has no other obligation to delete copies of, references to, or links to Your Product.

10. Confidential Information

a. Revolut Confidential Information

Revolut may provide certain information to you that is confidential or proprietary (**Revolut Confidential Information**). Revolut Confidential Information consists of (a) your access keys or logins for the Developer Platform, any non-public elements of the Developer Platform or any pre-release information about the Revolut Service and (b) anything identified or marked as "Confidential" or "Proprietary" or that you should reasonably understand to be confidential or proprietary under the circumstances. You may use Revolut Confidential Information only for the purposes of these Terms. You may not disclose any Revolut Confidential Information to third parties, other than your employees, agents and advisors with a need to know and for whom you agree to remain responsible under these Terms.

b. Your Confidential Information

You should not disclose any information to Revolut that you consider to be confidential. To avoid any potential confusion, you agree that any unsolicited information you

provide to Revolut in relation to the Developer Platform will be non-confidential and that Revolut may use it under the same terms as for Feedback above. However, this Section 10.b does not apply to the extent you have entered into a separate non-disclosure agreement (NDA) or other confidentiality terms with Revolut addressing your confidential information in relation to the Developer Platform.

11. Term and Termination

These Terms remain in effect until terminated. You may terminate these Terms at any time by ceasing all use of the Developer Platform and notifying Revolut. We may terminate these Terms for any reason or any reason upon ten (10) days' notice to you. In addition, we may suspend or terminate these Terms (or your use of all or any of the Developer Platform) immediately if we believe you have violated these Terms or any Revolut Service Terms, if we believe the use of Your Integration with the Developer Platform is not in our or our users' best interests, if we cease to offer the Developer Platform or as required by Laws. Upon termination of these Terms:

- all rights and licenses granted to you will terminate immediately and you must stop using all Revolut Materials (unless you have a separate right to use them under another agreement with Revolut);
- neither party is liable to the other party just because the agreement has been terminated; and
- you must permanently delete all Revolut Confidential Information and any other data which you stored pursuant to your use of the Developer Platform (other than User Data you have received and are using in accordance with Section 6.a) and, at Revolut's request, you will confirm such destruction;
- Sections 6 (Your Responsibilities) through 13 (General) will survive.

12. Modification to Terms

We may modify these Terms or any additional terms that apply to the Developer Platform. We'll post notice of modifications to these Terms or the additional terms within the documentation for the Developer Platform. Changes are effective thirty (30) days after they are posted. However, changes specific to new functionality for the Developer Platform, changes made for legal reasons, and any changes to our Documentation or referenced policies will be effective immediately. You may be required to accept the modified Terms in order to continue using the Developer Platform, and in any event you agree that your continued use of the Developer

Platform after the changes become effective constitutes acceptance of the modified terms.

13. Financial services licences

If you use the Developer Platform and provide a financial service or product, you are prohibited from using the Developer Platform unless you obtain Revolut's written consent to each financial services use case (Valid Permission). Further, you represent, warrant and covenant on a continuing basis that you:

- have obtained Valid Permission from Revolut for each Financial Services use case relating to Your Product;
- will not use the Developer Platform for generating a lead for another financial service provider, for populating, informing, or distributing enquiries or applications for another financial services provider.
- will not act as an aggregator/distributor of above mentioned leads, enquiries, or applications populated with Revolut subscription data or in any other way facilitated by the Revolut API;
- will not use the Developer Platform for development or enablement of a price comparison tool for financial services;
- will not imply, directly or otherwise, that Revolut endorses, underwrites, brokers or makes any warranties or commitments around financial services;
- will comply with all Laws pertaining to the provision of financial services; and
- will immediately notify Revolut of any additional intended financial services use cases for Your Product (whether new or existing applications), and obtain Valid Approval for those new use cases prior to implementing them. For the avoidance of doubt, Valid Approvals extend solely to use cases specified at the time Valid Approval is obtained.

14. General

a. Miscellaneous

Except as set forth in Section 2 (Registration) regarding the Revolut Service Terms, these Terms constitute the entire agreement between Revolut and you with respect to the subject matter in these Terms, and they supersede any and all prior proposals (oral and written), understandings, representations and other communications between you and us. They do not create any third party beneficiary rights. If you do not comply with these Terms, and Revolut does not take action right away, this does not mean that Revolut is giving up any rights that it may have (such as taking action in the future). If any provision of these Terms is found by a court of competent

jurisdiction to be invalid, the parties agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of these Terms remain in full force and effect. In these Terms, "including" (and similar terms) are to be construed without limitation, and headings are for convenience only. You may not assign these Terms, in whole or in part, without Revolut's prior written consent, and any assignment without such consent is null and void. Revolut may assign, transfer or delegate these Terms in its discretion. You acknowledge that your breach of these Terms may cause irreparable harm to Revolut, the extent of which would be difficult to ascertain. Accordingly, you agree that, in addition to any other remedies to which Revolut may be legally entitled, Revolut will have the right to seek immediate injunctive relief in the event of a breach of these Terms by you or any of your officers, employees, consultants, or other agents.

b. Governing Law and Jurisdiction

These Terms and all rights and obligations contained herein shall be governed by the laws of England and Wales. Both parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

Promotions

Revolut Black Friday Premium Discount

Welcome to Revolut Black Friday Premium Discount - a promotion that gives Revolut Standard customers the chance to get 20% off an annual Revolut Premium subscription.

Who is eligible to participate in the Revolut Black Friday Premium Discount?

Anyone over the age of 18, living within the EEA, with a Revolut Standard account.

I'm eligible, what do I do next?

- Head to the More tab
- Tap Upgrade
- Choose Premium
- Select the annual membership for £58 (or currency equivalent)

How long does the 20% discount last for?

The Revolut Black Friday Premium Discount starts at 09:00 GMT on the 23rd Nov 2018 and will finish at 21:00 GMT on the 25th Nov 2018.

Participants who upgrade to Premium before or after these dates will not be eligible for the 20% Black Friday discount.

What happens after the first one-year period?

Once your first annual billing period has expired, the contract will automatically convert into a full price paid Premium Account as advertised on the official (Revolut website)[<https://revolut.com>]. If you would like to cancel your Premium Account before the automatic renewal then you will need to cancel at least 30 days' before the end of the annual period. Please see our (Terms and Conditions)[<https://revolut.com/terms>] for more details.

What other legal “mumbo jumbo” I should know?

Sorry – our lawyers made us say this so please take note:

- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Revolut Black Friday Premium Discount.
- Once you upgrade your account to a Revolut Premium annual subscription under the Revolut Black Friday Premium Discount, you will be bound our Terms and Conditions)[<https://revolut.com/terms>].t
- Details of how to enter form part of the terms and conditions. It is a condition of entry that all rules are accepted as final and that the entrant agrees to abide by these rules. The decision of Revolut as promotion administrator is final and no correspondence will be entered into.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Revolut Black Friday Premium Discount cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these Revolut Black Friday Premium Discount terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.
- The Revolut Black Friday Premium Discount is organised by Revolut Ltd, a company registered in England and Wales (No. 08804411) (“Revolut”).

Refer a Developer Program

We are on the hunt for great developers! Instead of hiring recruiters, we have decided to ask you for your referrals. Just like with any program with cool offers, there are always a few terms and conditions to make sure everyone plays fair!

Who is eligible to refer developers to Revolut?

If you are a current Revolut account holder, you can:

- Refer multiple candidates - that's right there is no limit to the number of candidates that you can refer! So, to increase your chances of receiving an iPhone X, feel free to refer as many awesome developers as you know.

- Candidates that are referred to us must be completely new to Revolut - they must not have applied to a developer position at Revolut any time before the referral. They must also be eligible to work in the position and location for that specific role.
- Users only, no recruiters - we will not accept referrals from recruiters. If you are a recruiter, please do not refer any of your clients to us. We are not responsible for any fees related to unsolicited referrals. The Refer a Developer Program can only be used for personal, non-commercial, purposes. That means, you are not eligible for the iPhone X if you make any commercial gain from a referral.
- A candidate can only be nominated for the Refer a Developer Program once within a twelve-month period.

How many iPhone X's can I receive?

Like all good things, there is a finite number of iPhone X's that we can give out to account holders who refer successful candidates (see below for the criteria). Accordingly, the total number of iPhone X's that a single current Revolut account holder can receive under this Program is capped at one.

- If you refer more than one successful candidate (more on what it means to be a successful candidate below) you will not be eligible to claim more than one iPhone X - the total number of iPhone X's available is capped at one per current Revolut account holder.

So I've referred a candidate, what's next?

If your referral progresses through our hiring stages, congratulations - the brand-new iPhone X is nearly yours - all you need your referral to do is:

- Accept the offer of employment (within a reasonable time of the offer being made) - welcome aboard; and
- Satisfactorily complete two months of full-time employment.

Difference is important to us at Revolut!

We were not made all the same, so why should we try to be the same? Revolut is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are committed to equal employment opportunity (EEO) regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you

have a disability or special need that requires accommodation, please let us know. We are all on the same team when it comes to changing how we can spend our money around the world!

What other legal "mumbo jumbo" I should know?

We're sorry - our lawyers made us say this:

- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Refer a Developer Program.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Refer a Developer Program cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these Refer a Developer Program Terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.

Refer a Specialist Program

We are on the hunt for great marketers, business developers and PR specialists! Instead of hiring recruiters, we have decided to ask you for your referrals. Just like with any program with amazing referral rewards, there are always a few terms and conditions to make everyone aware of!

Who is eligible to refer a specialist to Revolut?

If you are a current Revolut account holder, you can:

- Refer multiple candidates - that's right, there is no limit to the number of candidates that you can refer! So, to increase your chances of receiving a new (yet-to-be released) metallic Revolut Platinum card, feel free to refer as many awesome specialists as you know.
- Candidates that are referred to us must be completely new to Revolut - they must not have applied to Country Manager, Growth Launcher or PR & Community Manager positions at Revolut any time prior to the referral. They must also be eligible to work in the position and location for that specific role.

- Users only, no recruiters - we will not accept referrals from recruiters. If you are a recruiter, please do not refer any of your clients to us. We are not responsible for any fees related to unsolicited referrals. The Refer a Specialist Program can only be used for personal, non-commercial, purposes. That means you are not eligible for Revolut Platinum if you make any commercial gain from a referral.
- A candidate can only be nominated for the Refer a Specialist Program once within a twelve-month period.

How many Revolut Platinum cards can I receive?

Like all good things, there are a finite number of Revolut Platinum cards that we can give out to account holders who refer successful candidates (see below for the criteria). Accordingly, the total number of Revolut Platinum cards that a single current Revolut account holder can receive under this Program is capped at one.

- If you refer more than one successful candidate (more on what it means to be a successful candidate below) you will not be eligible to claim more than one Revolut Platinum card - the total number of Revolut Platinum cards available is capped at one per current Revolut account holder.

So I've referred a candidate, what's next?

If your referral progresses through our hiring stages, congratulations - the brand-new, shiny, metallic Revolut Platinum card is nearly yours - all you need your referral to do is:

- Accept the offer of employment (within a reasonable time of the offer being made) - welcome aboard; and
- Satisfactorily complete two months of full-time employment.

Diversity is important to us at Revolut!

We are looking to build a team that represents our diverse range of customers and are committed to equal employment opportunity (EEO) regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or special need that requires accommodation, please let us know. We are all on the same team when it comes to changing how we can spend our money around the world!

What other legal "mumbo jumbo" I should know?

We're sorry - our lawyers made us say this:

- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Refer a Specialist Program.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Refer a Specialist Program cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these Refer a Specialist Program Terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out of or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.

Revolut Vaults Holiday Giveaway

Welcome to Revolut Vaults Holiday Giveaway - a competition that gives all Revolut customers the chance to win a £1,000 lastminute.com holiday voucher. As with any giveaway, there are a few rules to make sure everyone plays fair!

Who is eligible to participate in the Revolut Vaults Holiday Giveaway?

Anyone over the age of 18, living within the EEA, with a Revolut account.

I'm eligible, what do I do next?

- A. Make sure you've updated to the latest version of the app
- B. Tap on the More tab in the app and then tap Vaults
- C. Select Add new Vault and then give your Vault a name (e.g. Holiday Fund)
- D. Select how much you'd like to save and in which currency
- E. Tap Spare change to round up your spending
- F. Spend with your Revolut card and save a minimum of £20 (or currency equivalent) in Spare change by 1st June, at 1pm to be in with a chance to win!
- G. We'll then select a winner via a random prize draw from everyone who has saved £20 in Spare Change in their Vault by the deadline

How long does the Giveaway last for?

The giveaway starts at 10am on the 1st May 2018 and will finish at 10am on the 1st June 2018.

Participants who reach the £20 spare change target after 10am on the 1st June 2018 will not be entered into the prize draw.

When and how will the winner be announced?

The winner will be publicly announced no later than 8pm on the 14th June 2018, via Revolut's official Twitter page @RevolutApp.

What and how can I book with my holiday voucher?

Revolut will provide the winner with a £1,000 flight + hotel gift card found here. The holiday gift card must be used within 6 months of receipt.

A flight + hotel gift card is a voucher that is valid for flight+hotel packages or hotel stays. The winner can choose from a wide range of options available on lastminute.com. With a flight + hotel gift card, the recipient decides on the destination, holiday dates and number of passengers when they book.

What other legal “mumbo jumbo” I should know?

Sorry – our lawyers made us say this so please take note:

- Revolut will select one winner at random and at its sole discretion, from all of the eligible participants who have created a Vault in accordance with the criteria listed above and within the required deadline.
- £20 (or currency equivalent) must be saved in your Revolut Vault via the spare change function by 10am on the 1st June 2018 to be entered in the prize draw to win the prize.
- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Revolut Vaults Holiday Giveaway.
- Details of how to enter form part of the terms and conditions. It is a condition of entry that all rules are accepted as final and that the entrant agrees to abide by these rules. The decision of Revolut as promotion administrator is final and no correspondence will be entered into.
- The winner(s) will be contacted within 14 days of the closing date of the promotion. Should Revolut be unable to contact the winner(s) or should the winner(s) be unable to accept the prize, Revolut reserves the right to award the prize to an alternative winner(s), selected in accordance with these terms and conditions.

- The prize is available on the stated dates only and is subject to availability, non transferable and there are no cash alternatives.
- The winner(s) may be required to participate in publicity.
- Events may occur that render the winner(s) selection itself or the awarding of the prize impossible due to reasons beyond the control of Revolut and accordingly Revolut may at its absolute discretion vary or amend the Revolut Vaults Holiday Giveaway and the entrant agrees that no liability shall attach to Revolut as a result thereof.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Revolut Vaults Holiday Giveaway cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these Revolut Vaults Holiday Giveaway terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.
- The Revolut Vaults Holiday Giveaway is organised by Revolut Ltd, a company registered in England and Wales (No. 08804411) (“Revolut”).

Revolut Free Premium Giveaway

Welcome to Revolut’s Free Premium Giveaway - a contest that gives everyone the chance to win a free Premium membership for a year! Just like any giveaway, there are some rules to make sure we all play fair.

Who is eligible to participate in the Revolut Free Premium Giveaway?

Anyone over the age of 18, residing in the EEA, being a Revolut standard account user or not, who follows our (Twitter profile)[<https://twitter.com/revolutapp>]

I’m eligible, what do I do next?

If you’re eligible all you need to do is retweet the relevant twitter post linked to the in-app banner. Once you have retweeted the post, you will have the chance to receive a free twelve-month subscription to Revolut Premium, as part of our Free Premium Giveaway.

How long does the Giveaway last for?

Hurry, the giveaway starts at 11:30 GMT on 14-02-2018 and will finish at 11:30 GMT on 15-02-2018.

Remember, participants who have retweeted the post later than 11:30 GMT on 15-02-2018 will be considered ineligible to win the Free Premium Giveaway.

When and how will the winner(s) be announced?

The winner(s) will be publicly announced no later than 20:00 GMT on 15-02-2018, via posts on Revolut's official social media pages.

What happens after the one-year free period?

Once the Free Premium account has expired, the contract will automatically convert into a paid Premium Account, exactly as it is advertised on the official (Revolut website)[<https://revolut.com>]. If you would like to cancel your Premium Account before the automatic renewal then please follow the Premium cancellation provisions as stated in our (Terms and Conditions)[<https://revolut.com/terms>].

How does Revolut choose the winner(s) for the Giveaway?

Revolut will select one or more winner(s) at random and at its sole discretion, from all of the eligible participants who have retweeted the twitter post within the timeframe available.

So what does the Free Premium membership offer?

Revolut Free Premium currently offers:

- Free UK current account
- Free Euro IBAN account
- Interbank FX rates
- Free bank transfers in 25 currencies
- £400/€400 Free ATM withdrawals per month
- Free unlimited FX volumes
- Free exclusive Premium cards
- Free global express delivery
- Free overseas medical insurance
- Exclusive priority 24/7 customer support
- Exclusive Premium promotions

What other legal “mumbo jumbo” I should know?

We're sorry – our lawyers made us say this so please take note:

- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Revolut Free Premium Giveaway.
- Details of how to enter form part of the terms and conditions. It is a condition of entry that all rules are accepted as final and that the entrant agrees to abide by these rules. The decision of Revolut as promotion administrator is final and no correspondence will be entered into.
- All retweet entries must be sent by 11:30 GMT on 15-02-2018.
- The winner(s) will be contacted within 14 days of the closing date of the promotion. Should Revolut be unable to contact the winner(s) or should the winner(s) be unable to accept the prize, Revolut reserves the right to award the prize to an alternative winner(s), selected in accordance with these terms and conditions.
- The prize is available on the stated dates only and is subject to availability, non transferable and there are no cash alternatives.
- The winner(s) may be required to participate in publicity.
- Events may occur that render the winner(s) selection itself or the awarding of the prize impossible due to reasons beyond the control of Revolut and accordingly Revolut may at its absolute discretion vary or amend the Revolut Free Premium Giveaway and the entrant agrees that no liability shall attach to Revolut as a result thereof.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Revolut Free Premium Giveaway cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these Revolut Free Premium Giveaway terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.
- The Revolut Free Premium Giveaway is organised by Revolut Ltd, a company registered in England and Wales (No. 08804411) (“Revolut”).

Revolut BRIT Awards 2019 with Mastercard Competition T&C's

What can I win?

Winners of the campaign will win two tickets to The BRIT Awards 2019, held at The O2, London on 20 February 2019. We'll get you to and from the event (from anywhere in the UK or Ireland) and put you up in a hotel for the night.

Who is eligible?

Anyone living within the UK and Ireland who becomes a new Revolut user during the Revolut BRIT Awards 2019 with Mastercard Competition (see the dates of the campaign below). Both the winner and his/her guest must be at least 18 years old.

I'm eligible, how do I enter the competition?

- Head to the Google Play or App Store and download the latest version of the Revolut App.
- To become a 'new Revolut user' you must complete the account set-up and identify verification process, top-up your account with £10 and order your first card! We will automatically enter you into the competition once you complete these steps.

How do I find out if I win?

We will notify the winners via email no later than the 3rd of February 2019, giving full information of the packages won and to organise the logistics for getting you to the event! You will have 48 hours to accept the prize.

How long does the Revolut BRIT Awards 2019 with Mastercard Competition last for?

The Revolut BRIT Awards 2019 with Mastercard Competition starts at 09:00 GMT on the 15th January 2019 and will finish at 23:59 GMT on the 31st January 2019.

You must complete the relevant steps to become a new Revolut user (explained above) during the competition period. If you created your account before or after these dates you will not be eligible, but can still enjoy Revolut forever!

What if I win but can't make it to The BRIT Awards 2019?

If you win, we will give you 48 hours to accept the prize or to let us know if you won't be able to make it. If you accept the prize and later find out that you can't make it, please get in touch with us as soon as possible. Unfortunately, the tickets are not transferable and cannot be refunded for cash. Tickets can only be used by the winner and a guest.

What other legal "mumbo jumbo" I should know?

- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Revolut BRIT Awards 2019 with Mastercard Competition.
- Revolut's only obligation under this campaign is to transfer the winners two valid tickets to The BRIT Awards 2019. Revolut does not have any liability to winners regarding entry to The BRIT Awards 2019 or otherwise. The tickets are subject to The BRIT Awards 2019 terms and conditions found here [<https://www.brits.co.uk/terms-and-conditions#tickets>].
- Once you set up your Revolut account you will be bound by our Terms and Conditions [<https://revolut.com/legal/terms>].
- Details of how to enter form part of the terms and conditions. It is a condition of entry that all rules are accepted as final and that the entrant agrees to abide by these rules. The decision of Revolut as promotion administrator is final and no correspondence will be entered into.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Revolut BRIT Awards 2019 with Mastercard Competition cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.
- To the extent permitted by law, these terms shall be exclusively governed by and construed in accordance with the laws of England and Wales. Any disputes arising out or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.
- The Revolut BRIT Awards 2019 with Mastercard Competition is organised by Revolut Ltd, a company registered in England and Wales (No. 08804411) ("Revolut"), in partnership with Mastercard.

Metal Referral Program

Welcome to Revolut's Metal Referral Program - a program that gives you the chance to get a free Revolut Metal subscription for a year when you refer 5 friends to Revolut.

Who can refer people under this program?

All current Revolut account holders on a standard or Premium plan who receive an invite to the game via a prompt in the app, an email or push notification.

Who can I refer?

You can refer up to 5 of your friends, as long as the people you refer:

- are brand new Revolut customers (they must not have created a Revolut account before), and
- are eligible for a Revolut account (e.g. they must be an EEA resident).

So I've referred someone, what's next?

To get your free Metal subscription for 12 months, you'll need to get each of your 5 eligible friends to complete the following actions within the 7 days when you are selected for the program:

- successfully sign up to Revolut (on any plan);
- top up their new Revolut account with at least £10 (or currency equivalent); and
- verify their identity; and
- order a physical Revolut Card.

It's as simple as that!

What other legal "mumbo jumbo" should I know?

We're sorry - our lawyers made us say this:

- By participating in the Metal Referral Game, you agree to the [Metal Terms & Conditions](#).
- Please be aware you will be charged the full annual subscription amount from the second year of your Metal subscription unless you give us notice 30 days' before the end of the first year.
- You can only take advantage of this promotion once, as each person is only eligible for one Metal Plan.
- If you think you are owed a reward that has not yet been granted then please reach out to our customer support via our in-App chat so that we can help.
- We may, at our sole discretion, suspend, terminate or change the terms and requirements of the Referral Program.
- These terms are published in English and any translation is a courtesy and office translation only - participants of the Metal Referral Program cannot derive any rights from the translated version. The English language version of these terms shall apply and prevail and be conclusive and binding. The English version shall be used in legal proceedings.

- To the extent permitted by law, these Metal Referral Terms shall be exclusively governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in England.

#revolutfoodie campaign (Lithuania, Latvia and Estonia)

Welcome to #revolutfoodie campaign held in Lithuania, Latvia and Estonia. Do you live to eat? Do you consider an expertly-crafted burger a work of art? If you're a real foodie, prove it, and you could win a €1,000 prize package courtesy of Wolt and Revolut. In order to participate just take a photo of your fabulous meal and add #revolutfoodie & tag @wolt.lietuva / @wolt.latvija / wolt.eesti (depending on your country of residence). Entries are unlimited and the prize is definitely worth the effort!!

What other legal "mumbo jumbo" should I know?

We're sorry - our lawyers made us say this:

- The campaign starts on 4th April 2019 and ends on 10th May 2019.
- There will be one winner selected in each of the following countries: Latvia, Lithuania and Estonia.
- Revolut and Wolt will pick the country winner on 13 May 2019 and contact him or her personally the same day via an Instagram direct message.
- The winner will be selected from all participants who have made an Instagram food related post in their feed, added the hashtag #revolutfoodie and tagged @wolt.lietuva for Lithuania, @wolt.latvija for Latvia and @wolt.eesti for Estonia during the campaign period.
- In order to be eligible for this campaign, a participant's account needs to be public and the photos must not be removed throughout the campaign period.
- The campaign prizes are €500 worth of Wolt credit and €500 transferred to the winner's Revolut account.
- The €500 Wolt credit will be added to the winner's Wolt account within 14 days of the winner being contacted. The credit is valid on delivery orders for one year.
- The winner will also receive a Revolut Premium subscription for one year and the €500 will be transferred to the winners Revolut account within 14 days. Details of this transaction will be communicated separately by Revolut directly to the winner. Please note that the Revolut Premium subscription will automatically renew for a further year if the winner does not cancel the subscription according to Revolut's terms and conditions.

- Participants must be over the age of 18 has an active Revolut account and Wolt account.
 - Wolt and Revolut employees and their direct family members cannot participate in this campaign.
 - Wolt and Revolut have the right to use and repost all the user-generated photos related to the campaign during and after the campaign period.
 - Revolut and Wolt have the right to change the terms and conditions at any time.
 - To the extent permitted by law, these campaign terms shall be exclusively governed by and construed in accordance with the laws of the England and Wales. Any disputes arising out of or in connection with these terms shall exclusively be submitted to and dealt with by the competent court in London, England.
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