

General Terms for the NMF prepaid MasterCard®

These terms and conditions apply to your Prepaid Card. You must read them carefully. In these terms and conditions "you" means the named Prepaid Cardholder and the authorised user of the Prepaid Card. "We", "us" or "our" means Wirecard Card Solutions Ltd ("WDCS") or OX2B Financial Ltd. acting on its behalf. "Website" means our website at <https://www.card-banking.com/>.

Section 1. Your Prepaid MasterCard Card

You can use the Prepaid Card at any location that displays the MasterCard Acceptance Mark, including shops, restaurants, online, or on the telephone. You can also use your Prepaid Card overseas. Before using the Prepaid Card you need to make sure there are enough funds loaded on it. You will not be able and should not attempt to use your Prepaid Card after its expiry date.

Your Prepaid Card is not a credit card and can only be connected to your bank account for the purposes of loading the card. You will not earn any interest on any funds loaded on your Prepaid Card.

Section 2. Applying for and activating your Prepaid Card

To apply for our Prepaid Card you must be at least 18 years old and a EU citizen. We will require evidence of who you are and your address. We may ask you to provide some documentary evidence to prove this and/or we may carry out checks on you electronically. Your purchase and application is subject to full verification being completed.

You must sign the signature strip on the back of the Prepaid Card as soon as it is received. Please refer to our Website <https://www.card-banking.com/> for all Prepaid Card loading options, or refer to the "Loading your Prepaid Card" section below.

By using the Prepaid Card you are agreeing to these terms and conditions.

Section 3. Loading your Prepaid Card

Funds can be loaded to your Prepaid Card in a number of ways: Bank load, directpay24, EPS, iDeal, direct debit, credit card - Simply follow the instructions at the Website. For restrictions see Section 24. KYC-Level

Your Prepaid Card cannot be loaded more than four times in any one day (KYC 2). The balance on your Prepaid Card can never exceed € 4000 at any time (KYC 2). We reserve the right to refuse to accept any particular loading transaction. Upon receipt, your funds will be available for use without delay. A Load/Reload Fee may apply for each load/reload that you make.

Section 4. Using your Prepaid Card

Detailed instructions on how to use your Prepaid Card are found on the Website. You will need to follow these instructions when using your Prepaid Card. For restrictions see Section 24. KYC-Level

We will deduct the value of your transactions from the balance on your Prepaid Card. We will also deduct any applicable fees as soon as they become payable by you, see our Fees section below for details of our fees.

The Prepaid Card belongs to us. We may ask you to stop using your Prepaid Card and return it to us or destroy it. We may at anytime suspend, restrict or cancel your Prepaid Card or refuse to issue or replace a Prepaid Card for reasons relating to the following:

- we are concerned about security of your account or Prepaid Cards we have issued to you;
- we suspect your card is being used in an unauthorised or fraudulent manner;
- or we need to do so to comply with the law.

If we do this, we will tell you as soon as we can or are permitted to do so after we have taken these

steps.

Like other payment cards, we cannot guarantee a retailer will accept your Prepaid Card. We may also refuse to pay a transaction:

- if we are concerned about security of your Prepaid Card or we suspect your Prepaid Card is being used in an unauthorised or fraudulent manner or
- if sufficient funds are not loaded on your Prepaid Card at the time of a transaction to cover the amount of the transaction and any applicable fees or
- if there is an outstanding Shortfall on the Prepaid Card in accordance with condition 12 or
- if we have reasonable grounds to believe that you are acting in breach of this agreement or
- if we believe that a transaction is potentially suspicious or illegal (for example, if we believe that a transaction is being made fraudulently) or
- because of errors, failures (whether mechanical or otherwise) or refusals by merchants, payment processors or payment schemes processing transactions.

If we refuse to authorise a transaction, we will, if practicable, tell you why immediately unless it would be unlawful for us to do so. You may correct any information we hold and which may have caused us to refuse a transaction by contacting us on +44 (0) 18 6552 1486. The services telephone line for lost and stolen prepaid Cards is free of charge from our side, but it might be possible that charges from third party depending on service provider might occur. You also can write to us to 0x2b Financial Ltd, 52 Cornmarket Street, Oxford OX1 3HJ or you can contact us via email at support@card-banking.com.

Section 5. Authorising Transactions

Subject to the features of the particular Prepaid Card, the authorisation of a transaction can include authorising any single transaction, a series or recurring transactions (including transactions for an indefinite period) or pre-authorising future transactions of a certain or uncertain amount

A Prepaid Card transaction will be regarded as authorised by you where you:

- authorise the transaction at the point of sale by following the instructions provided by the merchant or retailer to authorise the transaction, which may include:
 - entering your PIN or providing any other security code;
 - signing a sales voucher;
 - providing the Prepaid Card details and/or providing any other details as requested;
 - waving/swiping the Prepaid Card over a card reader or inserting your prepaid card into a card reading device for the purpose of making a payment;
- insert a Prepaid Card and enter your PIN to request a cash withdrawal at an ATM;
- make a request for a cash withdrawal at any bank counter.

Authorisation for a transaction may not be withdrawn (or revoked) by you after the time it is received. However, the following transactions may be withdrawn if you or an additional Prepaid Cardholder gives notice to the supplier (providing a copy of the notice to us):

- any transaction which is agreed to take place on a date later than the date it was authorised as long as notice was provided no later than the close of business on the business day before it was due to take place;

We may charge you a fee if a transaction is revoked by you under this condition. Funds to cover the authorised transactions received by us will be paid over to the merchant acquirer within 3 days following the receipt by us of the instruction to make payment. A transaction (the payment order) will be received as follows:

- for purchases and ATM transactions, at the time we receive the transaction instruction from the merchant acquirer or ATM operator;
- for other transactions which are communicated directly to us, at the time you ask us to complete the transaction;
- if, in relation to
 - purchases and ATM transactions, we receive the transaction instruction from the merchant acquirer or ATM operator or
 - other transactions communicated directly to us, you ask us to complete the transaction after 15:00 p.m. the transaction instruction or request will be deemed to have been received by us on the following business day.

Section 6. Cancellation and expiry of your Prepaid Card

This agreement will continue indefinitely unless terminated. You have a legal right to cancel your Prepaid Card up to 14 days after you receive the Prepaid Card without being charged the Cancellation Fee - this 14 day period is known as the "Cooling-Off Period". Under these terms and conditions, you also have the right to cancel your Prepaid Card at any time after the 14 day Cooling-Off Period without notice and any funds remaining on your Prepaid Card will be returned to you within 5 days subject to satisfactory checks being completed.

We may also cancel your agreement for any reason by giving you at least 2 months notice:

- if this agreement or your card expires on a set date and we have not agreed to renew this agreement;
- if you break an important part of this agreement, or repeatedly break the agreement and fail to resolve the matter in a timely manner;
- if you act in a manner that is threatening or abusive to our staff or any of our representatives;
- if you fail to pay fees or charges that you have incurred or fail to put right any shortfall;
- we may also cancel this agreement in the event of your death.

We may also cancel this agreement or suspend your card or account immediately if we believe your Prepaid Card is deliberately being used by you to commit fraud or for other illegal purposes. If we do this we will tell you as soon as we are permitted to do so.

If we cancel your Prepaid Card you must tell us what you want us to do with any unused funds within 3 months of the date we tell you your Prepaid Card is cancelled. We can return the funds to the loading source, to a bank account in the same name as the prepaid card account or we can issue a cheque for your refund. Please note we will need to verify your identity in order to satisfy Anti Money Laundering requirements. If we receive no contact within 3 months, the funds will be returned to the loading source.

If your Prepaid Card is cancelled, we will immediately block your Prepaid Card so it cannot be used.

You will not be entitled to a refund of money you have already spent on transactions authorised, or pending or any fees for use of the Prepaid Card before the Prepaid Card is cancelled or expires. You can cancel your Prepaid Card by sending an email to us using the "inquiry" function on the Website, and confirming that you have destroyed your Prepaid Card.

If you cancel your Prepaid Card, once all transactions and fees have been deducted, we will arrange for any unused funds to be refunded to you, see "Your Rights to Redemption of Funds and Refunding of Transactions on your Prepaid Card" section below for further information. A Redemption Fee may be charged (see Fees section below) unless you have arranged to transfer any unused funds to another Prepaid Card managed by us, or you cancel your Prepaid Card within 14 days of receiving it.

Your Prepaid Card will be valid for 24 months.

Shortly before expiry of your Prepaid card, we will contact you to ask whether you require a replacement card. If you promptly confirm to us that you wish to receive a replacement card, then subject to receiving acceptable evidence of identity from you, we will issue a replacement card before expiry of your card.

When we issue a replacement Prepaid Card we may charge a fee. Please see section 12 for a summary of fees.

Section 7. Keeping your Prepaid Card secure

You should treat your Prepaid Card like cash. If it is lost or stolen, you may lose some or all of your money on your Prepaid Card, in the same way as if you lost cash in your wallet or purse. As a result, you must keep your Prepaid Card safe and not let anyone else use it.

If you are issued with a PIN, you must keep it secret at all times. You should memorise the PIN, destroying the notification and never disclose the PIN or security information to anyone. If you suspect that someone else knows your PIN, you should change it as soon as possible.

We recommend that you check the balance on your Prepaid Card regularly online at the Website. We will provide you with your Prepaid Card balance and a statement of recent transactions either by electronic means or on our secure webpage at any time. Your statement will show:

- information relating to each Prepaid Card transaction which will enable it to be identified;
- the amount of the Prepaid Card transaction shown in the currency in which the transaction was paid or debited to the account;
- the amount of charges for the transaction;
- the date the transaction is authorised or posted on to the account (a charge will be made for supplying additional or duplicate copies of statements on paper).

Section 8. Lost and stolen Prepaid Card and unauthorised or incorrectly executed payments

You must tell us without undue delay by calling us on +44 (0) 18 6552 1486, if you know or suspect that a Prepaid Card is lost or stolen or that the PIN or password is known to an unauthorised person or if you think a transaction has been incorrectly executed. If you ask us to do so, we will investigate any disputed transaction or misuse of your Prepaid Card and we may need more information and assistance from you. The services telephone line for lost and stolen prepaid Cards is free of charge from our side, but it might be possible that charges from third party depending on service provider might occur.

We will refund any unauthorized transaction immediately unless we have any reason to believe that the incident has been caused by a breach of this agreement, gross negligence or we have reasonable grounds to suspect fraudulent activity.

If the investigations show that any disputed transaction was authorised by you, or you have acted fraudulently or with gross negligence, you may be liable for any loss we suffer because of the use of the Prepaid Card. You may also be liable for losses of up to a maximum of € 50,00 arising from lost or stolen cards.

Section 9. Our liability

We will not be liable for any loss arising from:

- any cause which results from abnormal or unforeseen circumstances beyond our control, consequences which would have been unavoidable despite all our efforts to the contrary or
- a retailer refusing to accept your Prepaid Card or
- our compliance with legal and regulatory requirements or
- loss or corruption of data unless caused by our wilful default.

We are also not liable for:

- business interruption, loss of revenue, goodwill, opportunity or anticipated savings or
- any indirect or consequential loss

We reserve the right to charge you for any reasonable costs that we incur in taking action to stop you using this Prepaid Card and to recover any monies owed as a result of your activities.

Section 10. Your Rights to Redemption of Funds and Refunding of Transactions on your Prepaid Card

Redeeming the funds on your Prepaid Card

You have the right to redeem the funds on your prepaid card at any time in whole or in part. To do so, please either send us an e-mail using the "inquiry" function on the Website, or contact us by telephone on +44 (0) 18 6552 1486, requesting redemption and indicating the amount to be redeemed. If you request redemption of all funds on your Prepaid Card, please confirm in writing that you have destroyed your Prepaid Card by cutting it up. When we process your redemption request, we may require you to provide us with documents such as identification so that we may process your request in accordance with legal requirements. We may also charge a redemption fee if one of the following circumstances applies:

- you are requesting redemption before termination or expiry of this agreement or
- you cancel this agreement before any agreed termination or expiry date or
- you request redemption more than one year after the date of termination or expiry of this agreement.

Please see section 12 for a summary of fees including redemption fees.

We will not redeem the value of the funds on your card to you if your request for redemption of the funds is more than 7 years after the date of termination or expiry of this agreement.

We will send a cheque to your last notified address or arrange an electronic transfer to a bank account nominated by you. However, to enable us to comply with our legal obligations, we may ask you to provide us with certain information before we can process your refund request.

Refunding Transactions

You may be entitled to claim a refund in relation to transactions where:

- the transactions was not authorised under this agreement;
- we are responsible for a transaction which was incorrectly executed notified us in accordance with section 8 above;
- a pre-authorized transaction did not specify the exact amount at the time of its authorisation and the amount charged by a supplier is more than you or an additional Prepaid Cardholder could reasonably have expected taking into account normal spending patters on the Prepaid Card or the circumstances of the transaction;
- a claim for a refund in the circumstances set out above will not be accepted if the amount of the transaction was made available to you at least 4 weeks before the transaction date or it is made more than 8 weeks after being debited to your account;
- we were notified of the unauthorized transaction within 13 months of the debit date;

Section 11. Changes to these Terms

We may change these terms at any time by notifying you by e-mail or other agreed means at least 2 months before the change is due to take effect. The up-to-date version of the Prepaid Card terms and conditions will always be available on the Website. The change will automatically take effect and you will be taken to have accepted the notified change unless you tell us that you do not agree to the

change. In that event, we will treat that notice as notification that you wish immediately to terminate. In such circumstances we will refund any balance on the card in accordance with section 10 above and you will not be charged a Redemption Fee.

We may make immediate changes to the exchange rate used to convert foreign transactions into Sterling. For all transactions made in a foreign currency you can find out what the applicable exchange rate was at the time of the transaction by contacting our Customer Services Team.

Section 12. Fees and Usage Restrictions

We do not charge any fees for checking your on-line balance and transactions. Please see the [fee table](#) for more information.

If we decide to increase or impose any new fees, we will tell you by e-mail, text or post at least two months before any changes take effect. Authorisation will be requested for all transactions at the time of each transaction. In the unlikely event, for any reason whatsoever, a transaction is completed when there are insufficient funds on the Prepaid Card for that transaction (a "Shortfall"), the Shortfall shall be reimbursed by you unless it is due to an error on the part of the retailer where the Prepaid Card was presented, in this circumstance we may seek the Shortfall from the retailer.

You agree that once we make this Shortfall known to you, we may charge you for the Shortfall amount. We may charge the amount of the shortfall from any other Prepaid Cards that you hold with us, to any other payment method which you may designate at that time or against any funds which you may subsequently load onto your Prepaid Card or on any additional Prepaid Card ordered by you. Until we are reimbursed the Shortfall amount, we may suspend your Prepaid Card and any additional Prepaid Cards connected to you.

Section 13. Your Details

You must let us know as soon as possible if you change name, address, phone number or e-mail address. You can do this either via phone call (service telephone line on +44 (0) 18 6552 1486 or via email to support@card-banking.com. If we contact you in relation to your Prepaid Card, for example, to notify you that we have cancelled your Prepaid Card or send you a refund by cheque, we will use the most recent contact details you have provided to us. Any e-mail to you will be treated as being received as soon as it is sent by us. We will not be liable to you if your contact details have changed and you have not told us.

Section 14. Data Protection

In purchasing the Prepaid Card on the Website and using it, you agree that we can use your personal information in accordance with our Privacy Policy. Our Privacy Policy is set out on our Website, it includes details of the personal information that we collect, how it will be used and who we pass it to. By accepting these Terms and Conditions, you permit us to provide additional marketing material to you. If you do not want to receive marketing material, contact us at support@card-banking.com.

Section 15. Disputes with Retailers

If you have any disputes about purchases made using your Prepaid Card, you should settle these with the person you bought the goods or services from. We are not responsible for the quality, safety, legality or any other aspect of any goods or services purchased with your Prepaid Card. Remember that once you have used your Prepaid Card to make a purchase we cannot stop that transaction.

Section 16. Communication

If you have an enquiry relating to your Prepaid Card, you can use the "inquiry" function on the website. We will deal with your enquiry promptly. If you do not wish to enquire in this way you can alternatively call our customer service telephone line on +44 (0) 18 6552 1486. The services telephone line for lost and stolen prepaid Cards is free of charge from our side, but it might be possible that charges from third party depending on service provider might occur. You also can write to us to OX2b Financial Ltd, 52 Cornmarket Street, Oxford OX1 3HJ or you can contact us via email at support@card-banking.com.

Section 17. Complaints

The Prepaid Card programme is managed by OX2B Financial Ltd. and distributed by NMF OHG. If you are unhappy in any way with your Prepaid Card or the way it is managed, tell us by using the e-

mail inquiry function on the Website, call our hotline or write to us to Ox2b Financial, 52 Cornmarket Street, Oxford OX1 3HJ, so we can investigate the circumstances for you. Any complaints you have will be dealt with quickly and fairly. You may be able to take unresolved complaints to the Financial Ombudsman Service at Exchange Tower London E14 9SR.

Telephone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Section 18. Compensation

The Prepaid Card is an electronic money product and although it is a product regulated by the Financial Conduct Authority, it is not covered by the Financial Services Compensation Scheme. No other compensation scheme exists to cover losses claimed in connection with the Prepaid Card. This means that in the event that Wirecard Card Solutions Ltd ("WDCS") becomes insolvent your funds may become valueless and unusable and as a result you may lose your money.

Section 19. Assignment

We may assign the benefit and burden of these terms and conditions to another company at any time, on giving you 2 months prior notice of this. If we do this, your rights will not be affected.

Section 20. Transfer to a new Prepaid Card

We may transfer your unused balance to a new Prepaid Card provided by a Prepaid Card issuer other than Wirecard Card Solutions Ltd ("WDCS") at any time. Before we do this, we will give you 2 months notice of the new Prepaid Card arrangements and the new Prepaid Card terms and conditions. Unless you advise us within the 2 month period that you do not want a new Prepaid Card from the new Prepaid Card issuer, you agree that we can automatically transfer the unused balance on your Prepaid Card to a new Prepaid Card provided by the new Prepaid Card issuer.

Section 21. Governing Law

This Agreement is concluded in English. All communications with you will be in English and German. These terms and conditions will be construed in accordance with English law, although you will find this Agreement in German, too.

Section 22. Fund Protection

As a responsible e-money issuer, Wirecard Card Solutions Ltd ("WDCS") ensures that once it has received your funds they are deposited in a secure account, specifically for the purpose of redeeming transactions made by your Prepaid Card. In the event that Wirecard Card Solutions Ltd ("WDCS") becomes insolvent funds that you have loaded which have arrived with and been deposited by Wirecard Card Solutions Ltd ("WDCS") are protected against the claims made by creditors.

Section 23. Prepaid Card Issuer

Your Prepaid Card is issued by Wirecard Card Solutions Ltd ("WDCS") whose principal office is Third Floor Grainger Chambers, 3-5 Hood Street, Newcastle upon Tyne, NE16JQ, England, which is authorised and regulated by the Financial Conduct Authority (registered number 900051) as an issuer of e-money. Your Prepaid Card is the property of Wirecard Card Solutions Ltd ("WDCS") and is not transferable to anyone else.

The Program Manager of your Prepaid Card is OX2B Financial Ltd., 52 Cornmarket Street, Oxford OX1 3HJ.

The distributor of your Prepaid Card is NMF OHG, Schipkauer Straße 12, 01987 Schwarzheide.

Section 24. Verifying your identity

It is a legal requirement to verify your identity by uploading the necessary documents (ID or passport and telephone or utility bill – with a minimum validity of three months). You can verify your identity online at <https://www.card-banking.com> by following the instructions on the page. As soon as you have been successfully verified, your card will be issued and you will be able to use it in accordance with our terms and conditions.

Further details to verification process can be find on the website at „account details“ – „KYC“

Card limits	
Maximum balance at any time verified physical card	€ 4.000,00
Maximum daily load verified physical card	€ 4.000,00
max. number of loads per day	4
Maximum monthly load verified physical card	€ 9.000,00
max. number of loads per month	60
Maximum annual load verified physical card	€ 36.000,00
max. number of loads per year	720
Minimum load amount	€ 10,00
Daily ATM withdrawal limit verified physical card	€ 400,00
max. number of ATM withdrawals per day	3
Monthly ATM withdrawal limit verified physical card	€ 8.000,00
max. number of ATM withdrawals per month	60
Annual ATM withdrawal limit verified physical card	€ 30.000,00
max. number of ATM withdrawals per year	720
Minimum ATM withdrawal	€ 10,00
Daily POS spend limit verified physical card	€ 4.000,00
max. number of POS spend per day	50
Monthly POS spend limit verified physical card	€ 9.000,00
max. number of POS spend per month	1.000
Annual POS spend limit verified physical card	€ 36.000,00
max. number of POS spend per year	10.000