Business Banking -
Commercial Banking Terms and Conditions

Effective from 29 October 2026

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Part A: General Conditions for Customers

1. Your agreement with us

1.1 These General Conditions, the Fee Tariff, the Special Conditions (where applicable), the documents expressly incorporated into each of these (where applicable) and the Application Forms signed by you, each as amended from time to time, together constitute the agreement between you and us (the **"Agreement"**).

1.2 The Agreement sets out the basis upon which we agree to provide our commercial banking services to you.

1.3 In this Agreement:

1.3.1 **"you"** and **"your"** mean the company named in the Application Form and include (where appropriate) your Authorised Signatories and Administrators and Access Holders; and

1.3.2 **"we", "us"** and **"our"** mean **iFAST Global Bank Limited trading as iFAST Global Bank.**

1.4 The Fee Tariff sets out our current fees and charges, interest rates and information on payment clearing cycles. We will update the Fee Tariff whenever these change. The Fee Tariff sets out our current fees and charges for any additional process and services we may provide to you. We will update the Fee Tariff whenever these change.

1.5 The Special Conditions contain terms that apply, together with these General Conditions, in relation to certain Accounts or services which we may offer or make available to you.

1.6 To the extent any Special Conditions are inconsistent with these General Conditions, the Special Conditions will take precedence in relation to the Accounts or services to which they apply.

1.7 Copies of these General Conditions, the Fee Tariff and any Special Conditions which may apply to you can be accessed through our Online Banking Service.

1.8 Capitalised terms used in these General Conditions have the meaning given to them in the Definitions, unless inconsistent with the context.

1.9 Words (including capitalised terms) denoting the singular shall include the plural and vice versa.

2. Eligibility for Accounts and services

2.1 In order to be eligible for an Account, you must at all times be:

i) a Eligible private limited company, limited liability company or public limited company that is either a Small and Medium Enterprise (SME), Micro-enterprise, or a Corporate entity; or

ii) a Trust, acting through the Trustee, or any company owned or controlled by such Trust; and:

2.1.1 satisfies the conditions stated in the relevant Application Form;

2.1.2 will operate the Account only for the purposes of a business, trade or profession;

2.1.3 is not insolvent.

2.2 We may provide services to locally registered companies and overseas registered companies, though **conditional on a referral by iFAST Group and meeting our eligibility criteria.**

2.3 You must inform us immediately if you cease to meet any of the requirements in condition 2.1.

2.4 We reserve the right to refuse any application which you may make to open an Account with us, irrespective of whether you already hold any Accounts with us.

2.5 Before we open an Account for you, we will require you to send us the documents and information specified in the relevant Application Form. You must inform us in writing as soon as possible if any of this information changes, **including but not limited to changes in the Ultimate Beneficial Ownership structure.**

2.6 We may also require you to send us further documents or information, including but not limited to those relating to your current Ultimate Beneficiary Ownership structure from time to time so that we can provide you with Accounts and services and comply with Legal and Regulatory Requirements.

2.7 We may suspend or cease the provision of any Account or service at any time if you fail to comply with your obligations under conditions 2.1 and 2.2 or if we consider that Legal and Regulatory Requirements oblige us to do so.

2.8 We may apply financial and other limits to our Accounts and services from time to time. Wherever possible, we will give you notice or publish these in our Fee Tariff and/or Additional Charges Tariff, but we may vary these limits at any time with immediate effect.

2.9 We provide Accounts, products and services in accordance with our risk appetite, internal policies and regulatory requirements. We reserve the right, at our sole and absolute discretion, to decline any application for, or to limit, suspend or withdraw access to, any Account, product or service where we determine that you, or your transaction, activity or relationship fall outside our risk acceptance criteria.

3. Your Accounts and Services

3.1 You may apply to open Accounts with us denominated in pounds sterling or in such other currencies as we may specify from time to time. We provide three types of Account:

3.1.1 Current Account, which is our default product that offers a Debit Card per Special Conditions - D

3.1.2 Operating l Account, which is our multi-currency account that you can open in addition

to the Current Account. This will offer the same functionality as a Business Current Account except that it does not include a Debit Card.

3.1.3 Client Money Account (subject to industry type).

3.2 We will require that you open a Current l Account in any currency made available by IGB Commercial Banking prior to, or at the same time as, opening any other Account.

3.3 We require that you always maintain a credit balance of at least £1 or its equivalent in the currency of your Account in each Account. We may also apply other minimum and maximum credit balance limits as described in condition 2.8 from time to time.

3.4 If you do not use an Account to make or receive any payments (other than our charges) during a period of 182 consecutive calendar days, we may, at our discretion:

3.4.1 close the relevant Account;

3.4.2 convert any credit balance on the Account into pounds sterling at the exchange rate we make available to you at the time of conversion (and which we may change from time to time without notice to you and with immediate effect); and/or

3.4.3 return such credit balance to you by cheque or electronic payment, or credit it to another Account which you hold with us.

3.5 Unless we agree otherwise in writing, you may only use an Account to hold funds of which you are the sole beneficial owner. If we agree to waive this requirement at your request, we may be required to undertake further anti-money laundering monitoring measures and additional fees may apply to the relevant Account.

3.6 iFAST Global Bank provides the **following products and services** under Commercial Banking:

3.6.1 Multi-Currency Account (MCA) – Enables businesses to hold and transact in multiple currencies.

3.6.2 Online Banking Portal – A secure web-based platform for account management.

3.6.3 Mobile Banking App – Provides mobile access to commercial banking services.

3.6.4 Foreign Exchange (FX) Services – Facilitates currency conversions for international transactions.

3.6.5 Domestic and International Payments (In & Out) – Supports Faster Payments, CHAPS, SWIFT and SEPA transactions.

3.6.6 Debit Card

3.6.7 Digital Wallet

3.6.8 Get Paid Services

3.6.9 Pots

3.7 **Savings Products (Not Savings Accounts) – Includes:**

3.7.1 Fixed-Term Deposits

3.7.2 Notice Deposits

3.8 iFAST Global Bank does not offer savings accounts under Commercial Banking. Instead, we provide structured savings products as listed in condition 3.7.

3.9 Customers must review the specific terms applicable to savings products, as these may have defined maturity periods, notice periods, and withdrawal restrictions.

3.10 Deposits placed under savings products do not function as demand deposit accounts and may be subject to early withdrawal penalties where applicable.

3.11 We may, at our discretion, impose transaction limits, require additional authorisations for certain transactions, and monitor account activity to prevent financial crime.

4. Authorised Signatories and Access Holders

4.1 Your Board of Directors, together with any additional persons whom you may appoint from time to time to operate your Accounts and give us instructions on your behalf, are referred to in this Agreement as your **"Authorised Signatories".**

4.2 In completing the initial Application Form, you will be required to identify your Authorised Signatories and provide samples of their signatures. You must specify the restrictions (if any) you wish to place on them.

4.3 If you do not specify any restrictions, each of your Authorised Signatories will have full authority to operate each Account, instruct payments and give us other instructions on their own. All of your Authorised Signatories will have access to information about your Accounts and may discuss your requirements with us.

4.4 At your request, we may also give other persons full access to information about your Accounts and transactions, without them having the ability to operate those Accounts or give us instructions on your behalf. Such persons are referred to in this Agreement as your **"Access Holders".**

4.5 You must not appoint any person aged 17 or under as an Authorised Signatory or Access Holder.

4.6 If you do not expressly appoint and confirm any person as an Authorised Signatory for Direct Debit mandates, we shall treat the Access Holders or any existing Authorised Signatory(ies) as the default "**Direct Debit Authorised Signatory**". We may rely on and accept Direct Debit mandates on this basis until such time an alternative Authorised Signatory is expressly appointed and acknowledged by us in writing.

4.7 The list of your Authorised Signatories and Access Holders, as amended from time to time, is referred to in this Agreement as your **"Mandate".**

4.8 You must immediately give us written notice if:

4.8.1 there are any changes to your name, trading name or contact details;

4.8.2 you have ceased to employ or otherwise wish to add or remove an Authorised Signatory or Access Holder;

4.8.3 you want to add or remove restrictions on your Authorised Signatories; or

4.8.4 there is any other change in the information you have provided to us in relation to any of your Authorised Signatories or Access Holders.

4.9 Any notice that you give us pursuant to condition 4.7 must comply with condition 17 ("Notices") and be accompanied by a certified true copy of any board resolutions required to make the relevant appointment or change. If a new Authorised Signatory or Access Holder is appointed, you must provide us with their work e-mail address, work postal address and any further information pursuant to condition 4.9.

4.10 Provided these requirements are met, it will generally take us no more than two clear Business Days from receipt of the notice to amend your Mandate accordingly. Until the Mandate is amended, we will continue to act in accordance with the details of the prevailing Mandate given to us.

Additionally, we may request for further information and documents from you to verify the identity of the Authorised Signatories, the Administrators and the Access Holders. Such information and documents may include the relevant individual's identity documents and proof of address.

5. Security information

5.1 On opening your first Account, the Administrators and Access Holders listed on your Application Form will each receive an e-token and the following security information:

5.1.1 a unique user identification number (**"ID"**);

5.1.2 a password;

5.1.3 a one-time password (**"OTP"**), generated by the e-token (collectively, **"Security Information"**).

5.2 Each item of Security Information will be sent to the relevant individual by email.

5.3 We will also provide Security Information to any Administrators and Access Holders whom you may subsequently appoint. We shall do so within a reasonable time of you giving us notice of their appointment in accordance with condition 4 (**"Authorised Signatories and Access Holders"**).

5.4 When your Administrators and Access Holders log on to our Online Banking Service for the first time they will be required to set a new password. We may also require your Administrators and Access Holders to change their Security Information from time to time.

5.5 You must do all that you reasonably can to make sure that all Security Information is kept secret at all times. For example, your Administrators and Access Holders must not share their Security Information with each other or with anyone else (other than a trusted, genuine Third Party Payment Service Provider), nor send it by email, write it down or otherwise record it.

5.6 Your Administrators and Access Holders must also keep their e-token in a secure place where only they can access it. If we send you documentation containing Security Information and specify that it should be destroyed after receipt, you must ensure that our instructions are followed. You must make all Administrators and Access Holders aware of these requirements.

5.7 If any of the following occurs, you must tell us immediately and in any case within 24 hours of discovery:

5.7.1 an Administrator or Access Holder shares any of their Security Information with anyone else, loses their e-token reader or fails to keep their e-token reader in a secure place where only they can access it;

5.7.2 any person has sent by email, written down or otherwise recorded any Security Information provided to an Administrator or Access Holder; or

5.7.3 you suspect that any person other than the appropriate Administrator or Access Holder may have gained access, or been able to gain access, to any Security Information.

To report these incidents, please refer to our website for our live chat, or email business.support@ifastgb.com. For lost or stolen tokens and/or passwords, please refer to our Help Centre on the website.

5.8 Third Party Payment Service Providers can offer you alternative ways of interacting with us (including giving payment instructions or making data requests). However, before sharing your security details with a Third Party Payment Service Provider, you should make sure that they are genuine. Genuine Third Party Payment Service Providers are insured and are authorised or registered by the Financial Conduct Authority or an equivalent European regulator.

5.9 You can instruct a Third Party Payment Service Provider to access information on your Account or make payments from it as long as it has acted in accordance with relevant Legal and Regulatory Requirements. We will treat any instruction from a Third Party Payment Service Provider as if it was from you.

5.10 For the avoidance of doubt, we will not be responsible for any payment transactions or other fraudulent activity carried out as a result of you sharing your Security Information with someone who is not a genuine Third Party Payment Service Provider as further explained in section 15. We may refuse to allow a Third Party Payment Service Provider to access your Account if we are concerned about fraudulent or unauthorised access. We will contact you and explain the reason for this, provided there are no Legal and Regulatory Requirements that prevent us from doing so.

5.11 We provide a feature that allows you to connect your Account with a third-party

accounting software provider to facilitate the sharing of your bank account data with that said provider. This feature is subject to the following terms:

5.11.1 it is available only if you maintain accounts with both us and the relevant third-party accounting software provider;

5.11.2 only Authorised Signatories of the Account will be able to provide consent for data sharing;

5.11.3 data sharing with the third-party accounting software provider will be initiated solely based on your consent; and

5.11.4 once the data has been shared, we shall not be responsible or liable for any use, processing, or handling of data by the third-party software provider, as we and the third-party accounting software provider operate independently.

6. Giving us instructions

6.1 You can access information about your Accounts and give us certain transaction-related instructions, which we may allow from time to time, through our Online Banking Service.

6.2 We are not obliged to accept instructions from you by any other means (e.g., by email, telephone, or in person) except as expressly stated in the Agreement, but we may do so at our sole discretion on a case-by-case basis. In the event that we accept instructions by any other means, this does not provide any guarantee that we will do so again in future.

6.3 We may, from time to time and at our discretion, require you to confirm an instruction that you make through our Online Banking Service in writing or by telephone although we are not obliged to wait for such confirmation before acting upon your instructions.

6.4 Subject to condition 6.1, we may act upon instructions given through the Online Banking Service without further enquiry, whether or not such instructions were in fact given by you. We will require an Authorised Signatory with authority under your Mandate to provide some or all of their Security Information and/or a code generated by their e-token reader prior to doing so.

6.5 We reserve the right to take additional security measures before acting on instructions and this may result in a delay in acting on the instructions. In the event of conflicting instructions from your Authorised Signatories, we may (but are not obliged to) refuse to act on such instructions.

6.6 We are under no obligation to you to enquire as to the purpose of any transaction or the use of any proceeds resulting from any transaction. We may rely on any information given in an instruction as correct.

6.7 We can refuse to execute any instruction, provide any service or accept any credit into an Account if we reasonably believe that:

6.7.1 you are (or would be put) in breach of the Agreement;

6.7.2 the relevant details are unclear or incorrect;

6.7.3 the Agreement does not require us to do so;

6.7.4 the instruction or transaction is or may be fraudulent or illegal;

6.7.5 by doing so we might breach a Legal and Regulatory Requirement, code, contractual obligation to a third party or other duty which applies to us; or

6.7.6 it is otherwise reasonable for us to do so.

6.7.7 You fail to maintain the security levels outlines in section 15.

6.8 If we refuse to execute an instruction, provide a service or accept an incoming payment we will by the end of the next Business Day tell you and explain the reason(s) for this, provided there are no Legal and Regulatory Requirements that prevent us from doing so. We reserve the right to levy an administrative charge (which will be representative of the costs that we reasonably incur – please see our Additional Services charges as mentioned in the Fee Tariff) where this arises.

6.9 We may remove, suspend or restrict access to all or any part of our Online Banking Service without giving you notice if we consider that there is a security or fraud risk or non – compliance to section 15.

7. Payments to and from your accounts

General provisions

7.1 Except for transfers between your Accounts and between an Account and a Pot, payments can only be made into and from your Current Account. Payments from Fixed Term Deposit Accounts can only be made into a Current and Operating Account.

7.2 When you give us a payment instruction in relation to your Account, in doing so you confirm to us that it is permissible and authorised under your constitutional documents and any applicable law.

7.3 If we convert a foreign currency into pounds sterling when receiving or making a payment (including when transferring a sum between your Accounts), we will do so at the applicable exchange rate we make available to our commercial banking customers at that time, which we may change from time to time without notice to you and with immediate effect. Our referenced exchange rate is provided on our Online Banking Service. We shall not be obliged to match market exchange rates or other providers' exchange rates. We will tell you the exchange rate we have used in the statements we provide to you pursuant to condition 9 (**"Online statements"**)

7.4 Payments made using the Faster Payments Service, CHAPS, SWIFT or SEPA are subject to the rules applicable to the relevant scheme. The timescale for transmission and receipt of any payment may depend on the accuracy and completeness of the instructions you provide, the actions of third parties, and the ability of third parties to use the relevant scheme. We are not responsible for any delays or failed payments caused by such factors.

7.5 For the avoidance of doubt, SEPA services do not include bulk payments, scheduled payments or foreign exchange payments.

Inward payments

7.6 The following payments may be made into your Accounts:

7.5.1 payments in pounds sterling made using Faster Payments or CHAPS (such payments may only be made into a Operating or Current Account denominated in pounds sterling);

7.5.2 payments in any currency made using SWIFT;

7.5.3 payments in euro made using SEPA, including SEPA Credit Transfer (SCT) and SEPA Instant Credit Transfer (SCT Inst);

7.5.4 internal transfers from another Account you hold with us;

7.5.5 payments from an Account held with us by another of our customers (such payments can only be made into a Operating and Current Account); and

7.5.6 payments in pounds sterling made using Direct Credit (such payments may only be made into a Operating and Current Account denominated in pounds sterling).

7.6 You acknowledge that all FX Transactions are conducted at your sole discretion and risk. We do not provide financial advice. Any market information supplied by us is provided as general information only. You should not rely on such information as the basis for entering into an Order.

7.7 We are not obligated to transfer to you any funds that represents gains arising from fluctuations in exchange rates after an Order has been entered, as such transfers may be considered speculative and outside the scope of commercial purposes.

7.8 Where payments are made in pounds sterling or any currency available by Commercial Banking into an Account denominated in the same currency, we will credit your Account and make the funds available to you on the day we receive them, provided that we receive such payments by 4:00 pm on a Business Day. When we receive such payments after that time or on a non-Business Day, we will credit your Account and make them available to you on the

following Business Day. Subject to standard bank checks and receipt of complete and correct payment details, CHAPS payments will be credited to your Account within 90 minutes on the Business Day we receive them and SEPA Credit Transfer (SCT) payments will be credited to your Account within one to two Business Days.

7.9 Where a payment into an Account is made in a currency other than pounds sterling or any currency available by Commercial Banking, the time between when the payment is received by us and when it becomes available to you may vary depending on when we receive the payment and the relevant foreign exchange market trading hours for the relevant currency at that time. Cut-off times are listed on our website and through our Online Banking Service.

7.10 If we are told by a payer's bank that a payment which you have received was made in error, we will contact you to confirm this. If it was an error, we will debit your Account with the amount of the payment, irrespective of whether you have already used all or part of the money. If you dispute that it was an error, you hereby consent to us providing your contact details to the payer's bank (or the payer) who may contact you directly. If we reasonably believe that the payment was made in error, or you do not respond to our attempts to contact you within 15 Business Days, we may at our discretion return the funds to the payer's bank (unless it was received by CHAPS, in which case we will not remove the funds without your consent).

7.11 If we reasonably suspect that a payment has been made into your Account fraudulently, or due to a system error, we may, without seeking your permission, subsequently debit your Account with the amount of the payment, irrespective of whether you have already used all or part of the money.

7.12 While we establish whether any of the circumstances described in conditions 7.10 or 7.11 has occurred, we may (unless the relevant payment was received by CHAPS) prevent you from withdrawing such funds as we reasonably consider necessary to cover the resulting debit. If the relevant payment has been in your account for less than two (2) months, we may do this without attempting to contact you first.

7.13 If a legitimate deduction is made from your Account in accordance with either condition 7.10 or 7.11 and results in a debit balance to your Account, you will be in receipt of an Unauthorised Overdraft.

7.14 If you wish us to stop accepting payments into any Account, you should give us written notice in accordance with condition 17 (**"Notices"**). You must give us at least two clear Business Days to put this into effect.

7.15 Where applicable, we may levy charges for receiving payments made using SWIFT. Such charges are published in the Fee Tariff and will be deducted from the amount received before it is credited to the relevant Account. We will tell you the amount of the charge we have deducted in the statements we provide to you pursuant to condition 9 (**"Online statements"**).

7.16 Inward payments received in currencies that do not require auto conversion will be credited in the original currency as received. These currencies are listed in the FAQ section available on our website.

7.17 However, when an inward payment is received in a currency that requires auto conversion, and that currency is supported by us for auto conversion as displayed on our Online Banking Platform ("Supported Currencies"), the Bank will automatically convert the payment into EUR using the Banks prevailing exchange rate at the time of processing.

7.18 Once converted, the resulting amount in EUR will be credited to your account.

7.19 By agreeing to use our services, you agree to this automatic currency conversion for Supported Currencies and acknowledge that (a) you will not be notified prior to the conversion (b) the exchange rate applied may include a margin determined by the Bank (c) the amount credited to your account may differ from the original value due to currency conversion fluctuations and any applicable fees.

7.20 You may receive payments into your account via Direct Credit. Any return of a Direct Credit payment may only be initiated by the originating bank. While you may request for a payment to be returned, such requests cannot be processed through the Bacs system and will instead be managed through an alternative payment method.

7.21 All notifications concerning the credit receipts shall be issued to the Authorised Signatories.

Outward payments

7.22 The following payments may be made from your Accounts:

- 7.22.1 payments denominated in pounds sterling made to an account with a financial institution within the UK using the Faster Payments Service or CHAPS (such payments may only be made from a Operating or Current Account denominated in pounds sterling);
- 7.22.2 payments denominated in euro, U.S. dollars and certain other available currencies (as specified by us from time to time on our Online Banking Service) to an account with a financial institution within or outside the UK, in each case using SWIFT (such payments may only be made from a Operating and Current Account);
- 7.22.3 payments denominated in euro made using SEPA, including SEPA Credit Transfer (SCT) and SEPA Instant Credit Transfer (SCT Inst) (such payments may only be made from an Operating Account or Current Account denominated in euro);
- 7.22.4 payments made by way of internal transfer between Accounts you hold with us;
- 7.22.5 payments to an Account held with us by another of our customers;
- 7.22.6 payments denominated in pounds sterling made to a service provider's account via Direct Debit (such payments may only be made from a Operating or Current Account); and
- 7.22.7 payments in any of the available currencies supported by us made to an account via a foreign exchange transaction.

7.23 When you give us an instruction to make a payment, we will decide how the payment will be sent, unless we agree otherwise with you. We will require you to provide us

with some or all of the following details in order to make a payment:

7.23.1 the recipient's name;

7.23.2 the sort code and account number of the Account to which the payment should be made;

7.23.3 the Bank Identifier Code (BIC) and International Bank Account Number (IBAN) of the account to which the payment should be made;

7.23.4 the recipient's SWIFT address or National Clearing Code;

7.23.5 a reference that describes what the payment relates to; and

7.23.6 any other information that we may require to enable us to make the payment.

It is important to provide us with correct details. If you provide us with incorrect details, you may suffer additional costs as detailed in the following sections.

7.24 We will make payments using the details you provide to us. If a transaction is incorrectly executed as a result of you failing to give us the correct details that we tell you are required, or for any other reason you wish us to do so, you may instruct us to make reasonable efforts to recover the funds involved in the transaction but we may charge you an administrative fee and other costs incurred for doing so (this will be listed in our Additional Services charges as mentioned in the Fee Tariff), whether or not we are able to recover the funds. We will not pay interest on the funds involved until they have been recovered and credited to your Account. If we are unable to recover the funds, we will provide, upon receipt of a written request, all available information in order for you to claim repayment of the funds.

7.25 The timescale for payments using each scheme is available through our Online Banking Service.

7.26 For the purposes of the applicable payment clearing timescale, we will be deemed to have received your instruction on the next Business Day following actual receipt if:

7.26.1 you give us instructions after the next applicable cut-off time specified on our Online Banking Service; or

7.26.2 you give us instructions on a non-Business Day.

7.27 We will not permit you to instruct us to make payments on a future date or future dates.

7.28 We may not be able to carry out a payment instruction if the recipient's financial institution is not a participant in the relevant payment scheme or if the instructions you give us are incomplete or inaccurate. We will tell you if this occurs and you will still be required to pay the relevant tariff fee. Where we have been unable to carry out a payment instruction, we will not attempt to carry it out using an alternative method until you instruct us to do so. If you provide us with instructions which are incomplete or inaccurate we may also require you to pay us any costs which we incur as a result of this. If a payment you instruct is rejected for any reason (including by any correspondent/ intermediary bank), then the amount of money returned to you may be smaller than the amount you originally sent. This may be because we have (or a relevant correspondent/intermediary bank has) deducted a fee for processing the payment and/or the money is paid back in a different currency which has become more expensive.

7.29 Generally, we cannot change or stop instructions to make payments because we start processing instructions when we receive them.

7.30 We may refuse to make any payment if, at 5:00 pm London time on the Business Day before the payment is due to be made, you do not have sufficient funds in the relevant Account to meet the payment. In deciding whether you have sufficient funds in the relevant Account, we may, at our discretion, take account of any instructions to make payments from that Account and/or any regular payments that have not yet been made from the Account. We do not have to take account of any amounts received or expected to be received after the time we decide to refuse to make a payment. We do not have to take into account credit balances on any other Account.

7.31 If we refuse to make a payment in these circumstances, we shall be entitled to charge you a fee for considering whether to process each such payment, which will be representative of our reasonably incurred costs (please see our Additional Services charges as mentioned in the Fee Tariff). If we do make a payment in these circumstances, you will be in receipt of an Unauthorised Overdraft (subject to the relevant Special Conditions) in respect of the amount.

7.32 You may set up a Direct Debit to allow a service provider to debit from your account. A Direct Debit may only be collected where you have provided a valid Direct Debit Instruction ("DDI") to the service provider. You are responsible for ensuring that all information provided in the DDI is complete and accurate.

7.33 You may submit a DDI with your service provider either through the Automated Direct Debit Instruction Service ("AUDDIS") or by submitting paper Direct Debit forms.

7.34 All DDIs submitted through the Automated Direct Debit Instructions Services ("AUDDIS") shall be deemed authorized and approved upon receipt if no cancellation is initiated from you within two (2) business days of receiving the instruction notification. You may cancel this instruction at any time. Where an AUDDIS instruction is linked to a virtual International Bank Account Number (IBAN), no additional verification is required from you. You remain responsible for managing any required verification with the service provider separately.

7.35 All DDIs submitted to us in paper form will require customer verification. Any instruction that is not validated by you within the prescribed timeframe of ten (10) business days will be automatically rejected.

7.36 Only the Authorised Signatories, including any Direct Debit Authorised Signatory(ies), may approve, cancel, reactivate a cancelled mandate, submit a claim or dispute or handle enquiries relating to Direct Debit payments. All notifications concerning Direct Debit payments shall be issued to the Authorised Signatories, including any Direct Debit Authorised Signatory(ies).

7.37 If we can't make a Direct Debit because there isn't enough money in your Account, we'll remind you to top up your account before 2:00 p.m. UKT so that we can try again later the same day. If there still isn't enough money in the Account when we try again, we won't be able to make the payment.

7.38 You may request a Direct Debit block at any time to prevent any DDIs from being processed. To do this, you must send a formal request to the Relationship Manager.

7.39 You can cancel a DDI with us anytime by contacting us at business.support@ifastgb.com. You should also inform the service provider that collects the payment so that they can cancel or change it (and any future dated payments) as well. If the cancellation occurs after the payment has been processed, you may raise a claim at business.support@ifastgb.com to request for a refund.

7.40 If a Direct Debit is taken from your Account in error or without your authorization, you are entitled to a refund under the Direct Debit Guarantee scheme. Claims can be submitted through our offline customer support channels. If your claim is not successful or is found to be invalid, we reserve the right to automatically recover the payment from your Account.

7.41 If a DDI remains inactive and no Direct Debit payment has been collected for a consecutive period of twenty-four (24) months, it will automatically expire. Once expired, no payments can be collected under that DDI, and you will need to set up a new DDI to resume payments.

7.42 You may request to reactivate a cancelled DDI by contacting our customer service. A cancelled DDI can only be reactivated under the following conditions:

7.42.1.1 The original cancellation was initiated by you and not by the service provider or merchant; and

7.42.1.2 The reactivation request is made within 60 calendar days from the date of cancellation.

7.43 You may initiate a foreign exchange transaction by debiting funds from any of your accounts in the available currencies at the time of the transaction and remit such funds in any of the payout currencies supported by us from time to time. When you submit an Order, we will provide you with an exchange rate quotation which is locked and held for a period of (1) one hour from the time your Order is submitted. The transaction will be processed using the payment route available at the time, which may include the SWIFT network or a local partner route. The available payment route depends on your selected payout currency and will be displayed when submitting your Order.

7.44 If your foreign exchange transaction is approved and processed within the (1) one-hour validity period, we will execute the transaction at the originally quoted exchange rate. If the transaction is not approved or completed within (1) one hour and the quoted exchange rate has changed, resulting in an exchange rate that may be less favorable than your original quote, the Order will be cancelled. You will be notified of such expiry or cancellation via email or through the app or website. If the transaction is rejected or cancelled due to our internal policies, we will return the full amount as originally debited to you. Any new Order initiated following a cancellation will be subject to the new exchange rate, which may differ from your previous quote. We are not responsible or liable for any financial loss caused by the changes in the exchange rate.

7.45 If the payout currency is not in a currency supported by us and the payment is rejected or returned by the recipient bank, we will convert the returned funds into the original debit

currency at the prevailing exchange rate at the time the refund is processed. Due to exchange rate movements, the amount credited to you may be less than the original amount sent. Any loss arising due to such movements will be borne by you. In the event a refund is required, the amount credited to your account will not exceed the original transaction amount in the debited currency.

7.46 If the payout currency is in a currency supported by us, any returned amount received from the recipient's bank will be credited in the same currency and amount as received. If any correspondent or intermediary bank charges are deducted before funds are returned, resulting in a lower amount than originally sent, such difference shall be borne by you.

7.47 For payments initiated from a Multi-Currency Account (MCA) containing the relevant payout currency, the returned funds will be credited to that currency balance. If you do not have that currency balance, we will automatically open the relevant currency balance and credit the refunded funds to it. For payments initiated from a single currency account, returned funds will be credited to your first MCA opened with us.

8 Interest and charges

8.1 Our interest rates for pounds sterling will be linked to the Bank of England base rate for the UK. Any interest rates for other available currencies will be linked to the equivalent rate issued by the central bank (or its equivalent) for the relevant currency's country. Our Fee Tariff sets out the interest rates (if any) which we pay on credit balances or charge on debit balances on your Accounts, as well as the fees we charge for payment transfers, Accounts and other services. We may vary these interest rates and fees from time to time. If we do so, we will publish the new interest rates and fees in the Fee Tariff, per condition 16.

8.2 We pay interest or, as applicable, charge interest, fees and charges by crediting or debiting the relevant Account. Where we pay interest, it will accrue daily and will be paid monthly in arrears or at such other time as is specified by any applicable Special Conditions. If you make a withdrawal from an Account, we will not pay interest on the relevant funds for the day on which they are withdrawn. If you receive a payment into an Account from a third party or an account not held with us, we will not pay interest on the relevant funds for the day on which they are first credited to your account.

8.3 You may be required to pay taxes in connection with your Accounts or the interest earned by you thereon. Your tax position is entirely your own responsibility. If we are required by Legal and Regulatory Requirements to pay any amount of interest net of withholding or other taxes, we shall do so and we shall inform you of the amount withheld. The Fee Tariff and any communications we make in relation to interest rates on credit balances state the gross rate of interest (if any) payable on credit balances. Accordingly, if we are required by law to withhold or deduct any tax, you may, as a result, receive a lower rate of interest.

9. Online statements

9.1 We will make available to you via our Online Banking Service a regularly updated Account Statement showing the transactions on and any interest credited to or debited from each Account that you hold with us.

9.2 We strongly recommend that you check your Account Statement regularly for each Account. If you are unable to identify any transaction or entry, you should tell us as soon as possible so that we can resolve the matter.

9.3 We will correct any entries we have made to your Account by mistake as soon as possible after it comes to our attention.

10. Security over assets

10.1 You must notify us immediately in writing if you have granted a charge, lien or other form of security to a third party over any of your assets in your Account(s), other than as such as:

10.1.1 has arisen in the ordinary course of trading; or

10.1.2 you have provided as part of a netting or set off arrangement entered into by you with other companies in your Group in the ordinary course of your banking arrangements for the purpose of netting debit and credit balances of members of your Group.

11. Intellectual property

11.1 For the avoidance of doubt, you shall have no licence or right to use any text, image, name, expression or code which is the subject of any iFAST Global Bank Intellectual Property Rights except as expressly granted to you by us in writing.

12. Our right to debit your accounts

12.1 You authorise us to debit any Accounts you have with us in order to reduce or repay (by way of set-off or otherwise) any amounts you may owe us on or in relation to any Account, Unauthorised Overdraft, FX Transactions, other loan, indebtedness, product or service. This shall include (but not be limited to) amounts that you owe us under other agreements you have entered into with us. We will keep you reasonably informed if we do this, but we are not obliged to do so in advance. When we do this, we may convert any amounts you owe us, and any amounts which we so debit to your Accounts, to pounds sterling or to the currency in which any of your Accounts is denominated, in each case at our published exchange rates applicable from time to time.

13. Our liability to you and your liability to us

Unauthorised or Incorrect Transactions

13.1 You must notify us immediately if you become aware of any unauthorised or incorrect transaction, or any transaction or matter where you think we have, or may have, made an error.

13.2 To the extent permitted by law, and only where the Customer is not a Micro-enterprise (as defined under the Payment Services Regulations 2017), the following shall not apply to this Agreement or to any services provided pursuant to it:

13.2.1 The provisions of Part 6 of the Payment Services Regulations 2017;

13.2.2 Regulations 66(1), 67(3) and (4), 75, 77, 79, 80, 83, 91, 92, and 94.

13.3 Accordingly, certain regulatory protections that apply to micro-enterprises in relation to payment services will not be available to such other Customers. The rights and obligations of the parties, including liability for unauthorised or incorrectly executed transactions, are instead governed by this Agreement, including condition 13 ("Our liability to you and your liability to us").

13.4 You will not be liable for unauthorised transactions unless:

13.4.1 we reasonably suspect the transaction was authorised by you (or your Authorised Signatories or a Third Party PSP), or

13.4.2 it was facilitated through your or their fraud, gross negligence, or failure to safeguard Security Information or comply with this Agreement.

13.5 Provided you notify us without undue delay (and no later than 13 months after the debit date), we will refund the unauthorised amount by the next Business Day, including any related interest and charges. We will not make such a refund if we reasonably suspect that you are responsible for the transaction, in which case, we may investigate the matter further before deciding whether or not a refund is due. If after making any refund we identify that you were responsible for the relevant transaction, you will be obliged to repay us such refund and we may take the relevant amount from your Account (including money in a Pot).

13.6 If a payment was incorrectly executed due to our error, we will:

13.6.1 refund the amount immediately to the best of our ability and restore your Account to its prior state, this will also apply to duplicated payments made by us in error (where we have debited your Account twice);

13.6.2 refund any charges incurred (if applicable); and
ensure applicable interest is credited from the date of the error.

13.7 We will not make a refund of payment, interest or charges if:

13.7.1 you gave us incorrect instructions;

13.7.2 the payment was successfully received by the recipient's bank;

13.7.3 we reasonably suspect fraud or misconduct in the refund request.

APP Fraud and Reimbursement

13.8 The APP Reimbursement Rules apply only to Customers qualifying as **Micro-enterprises** (fewer than 10 employees and turnover or balance sheet ≤ €2 million).

13.9 Customers who do not meet this definition, including all such other Customers are not eligible for reimbursement under the Rules. iFAST Global Bank does not accept liability for APP fraud losses in such cases.

13.10 Where we act as the Payment Service Provider and the Customer qualifies as a Micro-enterprise, reimbursement may be provided unless an exemption applies (e.g., gross negligence, first-party fraud, or ineligibility).

13.11 **Cu**stomers are expected to implement **appropriate fraud prevention controls**, such as:

13.11.1 dual/multi-person payment authorisation;

13.11.2 independent verification of beneficiary changes;

13.11.3 staff training on fraud and phishing;

13.11.4 secure handling of payment credentials.

13.12 Failure to implement reasonable security measures or adhere to good industry practices may constitute gross negligence, which may disqualify the Customer from reimbursement.

13.13 Failure to do so may be deemed **gross negligence** and we will **not** be liable for any reimbursement.

13.14 If you report an APP fraud incident promptly, we may attempt to trace the funds and liaise with the receiving bank. However, we do not guarantee recovery and shall only reimburse you if required by law.

13.15 We will not be liable to reimburse if:

13.15.1 payment was made on the basis of incorrect instructions or we can prove that the bank we sent your payment to received it (though we may still try to help you recover your money)

13.15.2 more than 13 months have passed since the transaction;

13.15.3 you acted fraudulently, were grossly negligent, or failed to cooperate with our investigation.

13.16 Any reimbursement made in error may be reclaimed if we determine the recipient bank received and retained the funds. We will notify you in advance of any such recovery.

13.17 If you initiate an incorrect or duplicate payment, you remain liable for the loss. We may attempt recovery but cannot guarantee success.

13.18 If you are tricked into authorising a payment:

13.18.1 Report it to us immediately and provide full documentation;

13.18.2 Cooperate with our investigation

13.18.3 Submit a police report, where possible;

13.18.4 We will assess your eligibility for reimbursement based on the APP Rules and our internal policy.

13.19 Delayed reporting or incomplete cooperation may impair our ability to investigate or recover funds and may affect your eligibility for reimbursement.

13.20 We reserve the right to take legal action against any Customer found to have submitted a false or fraudulent claim.

13.21 We do not owe you any Quincecare duty. This means we are not required to investigate the purpose of authorised payments, even where fraud is suspected.

Liability and Limitations

13.22 We shall not be liable for any losses arising from fluctuations in exchange rates once an Order has been confirmed. In any case, our liability in connection with any FX Transaction shall not exceed the total value of the relevant transaction.

13.23 We are not liable for:

13.23.1 unforseeable losses at the time of this Agreement;
13.23.2 loss of business, goodwill, opportunity, or profit;
13.23.3 indirect, special, or consequential losses;
13.23.4 losses arising from your use of third-party account aggregation services;
13.23.5 losses due to your own fraud or gross negligence;
13.23.6 failure to act on instructions where we are permitted not to.
13.23.7 **Any losses incurred per section 7 of the Special Conditions – Part D**

13.24 We are not responsible for loss or damage arising from events beyond our control, including but not limited to:

13.24.1 Strikes or labour disputes;
13.24.2 Acts of God, war, pandemic, riot, or civil unrest;
13.24.3 Power outages, hardware or software failure;
13.24.4 Delays caused by our need to comply with legal or regulatory obligations**,** including any instructions or requirements from regulators or law enforcement authorities (such as transaction monitoring, sanctions checks, or anti-money laundering reviews).
13.24.5 Failure of third party networks or services

13.25 These exclusions do not apply where:

13.25.1 We have acted fraudulently;
13.25.2 We are at fault and cannot legally exclude liability;
13.25.3 There is personal injury or death caused by our negligence

13.26 If you breach this Agreement, we may claim for resulting losses or costs, including tracing, notification, legal fees, and enforcement.

14. Changing the terms of this Agreement

Interest rates

14.1 The interest rate applicable to your Operating and Current Account is published on our pre-login page on the website. In the event we reduce an interest rate we pay you on an account, we will directly notify you 14 days before implementing the change. However, we are not obligated to give you prior notice if we change the interest rate in your favor. Any such rates will be published on our website at the earliest opportunity from making the change.

Other changes

14.2 We may make changes to the Agreement which modify, withdraw or add services, charges or conditions to:

14.2.1 make the charges or conditions easier to understand or fairer to you;
14.2.2 make the charges or conditions clearer, or to correct mistakes, ambiguities, inaccuracies or omissions;
14.2.3 reflect reasonable changes to costs (either by increasing or decreasing an amount);
14.2.4 Include language to reflect and take account of changes in Legal and Regulatory Requirements, codes of practice, court or ombudsman decisions or regulatory practice;
14.2.5 take account of any change in ownership of our business or any transfer of our business to another bank or organisation;
14.2.6 reflect any changes in the Accounts, services or facilities which we provide or in the technology which we use;
14.2.6.1 make changes which ensure our financial stability; or
14.2.6.2 take into account appropriate customer feedback.

14.2.7 will give you at least 14 days' advance notice of any change under condition 14.2 unless the change is to your advantage, in which case we may make the change immediately and notify you within 14 days of doing so by notice to you, on our website or via email.

14.2.8 If we have made a major change or a lot of minor changes to these General Terms or any Special Conditions which apply to you in any one (1) year (other than changes to our fees and charges), we will give you a copy of the new version of the relevant conditions or a summary of the changes.

15. Termination and closing your accounts

15.1 Subject to condition 15.2, you can terminate this Agreement by giving us at least 30 days' written notice. On expiry of the 30 days' notice, or such longer period as you may specify, your Accounts will be closed. Any benefit or services we provide will end as soon as your Accounts are closed.

15.2 You may not terminate this Agreement while you hold a Fixed Term Deposit with us, the Fixed Term of which has not yet expired. However, you may give notice during this time as described above so as to terminate this Agreement after the Fixed Term has expired.

15.3 We can terminate this Agreement by giving you at least 60 days' written notice. On expiry of the 60 days' notice, or such other period as we may specify, your Accounts will be closed. Any services which we provide will end as soon as your Accounts are closed, unless such Account is.

15.4 We may terminate this Agreement immediately and/or close any of your Accounts if we reasonably believe that:
15.4.1 You do not meet our eligibility requirements for one or more Accounts;
15.4.2 You have given us any false information at any time;
15.4.3 You or someone else is using an Account illegally or for criminal activity;
15.4.4 You are insolvent;
15.4.5 Your conduct (or that of persons acting on your behalf) means that it is

inappropriate for us to maintain your Accounts;

15.4.6 By maintaining your Accounts, we might breach a Legal and Regulatory Requirement, code, contractual obligation or other duty which applies to us;

15.4.7 By maintaining your Accounts, we may damage our reputation; or

15.4.8 You have breached this Agreement.

15.5 You may also close an Account with 30 days' written notice while continuing to hold other Accounts with us, if you are eligible for that Account. However, this right does not apply in respect of any Fixed Term Deposit Account used to hold a Fixed Term Deposit, the Fixed Term of which has not yet expired.

15.6 The closure of your Accounts by you or us does not release you from any liabilities you owe us.

15.7 On the closure of all your Accounts, you will be required to pay all such liabilities (including any Unauthorised Overdraft and any unpaid fees or charges) immediately.

15.8 On the closure of any Account in circumstances where not all your Accounts are closed, you will be required to pay all liabilities relating to the relevant Account (including any Unauthorised Overdraft and any unpaid fees or charges) immediately.

16. Contacting each other

16.1 You may contact us by emailing **business.support@ifastgb.com** or you may use our live chat on our website, and live call and live chat on our mobile app. If you are required by a condition in this Agreement to give us written notice of any matter, you must give such notice in accordance with condition 17 ("Notices").

16.2 We may contact you by post, telephone, email, text message or other electronic means using the latest contact details you have provided to us. It is your responsibility to ensure that we have your current contact details.

16.3 You may specify a means by which you would prefer us to contact you. We will try to contact you in your preferred manner. However, we are not obliged to do so.

16.4 We may record or monitor calls and electronic communications between us and you for the purposes of monitoring and controlling the quality of our services, providing training and complying with Legal and Regulatory Requirements.

17. Notices

17.1 Any notice which you give or make in connection with this Agreement must be in writing and delivered by hand, registered post or courier to the following address: iFAST Global Bank Limited, SQB, 77 Marsh Wall, London E14 9SH.

17.2 Your notices must be signed by an Authorised Signatory in accordance with your Mandate, and you must obtain a proof of delivery of each notice.

17.3 Each notice shall be deemed to have been duly given or made on the date specified on the proof of the delivery of the notice, unless such notice was given or made after 4:00 pm London time, in which case such notice or other communication shall be deemed to be given or made at 9:00 am London time on the next Business Day.

18. Who we are

18.1 We are iFAST Global Bank Limited, trading as iFAST Global Bank. We are a company registered in England and Wales under number 04797759. We are authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority.

19. If you want to complain

We are committed to providing you with good service at all times. If you wish to make a complaint or request full details of our complaints procedure, you may do so by writing to business.support@ifastgb.com. Details of how to file a complaint and our complaints handling process are available on our website at www.ifastgb.com under the section **"Responsible Bank"**.

If you believe we have not resolved your complaint satisfactorily, you may, subject to you fulfilling the eligibility criteria, be able to apply to the Financial Ombudsman Service (**"FOS"**) to review the matter. FOS offers a free, independent service that investigates disputes between financial institutions and their clients. To find out more, contact FOS directly:

Address is: The Financial Ombudsman Service, Exchange Tower,
London E14 9SR Via the FOS website: www.financial-ombudsman.org.uk
Email: complaint.info@financial-ombudsman.org.uk Telephone: 0300 123 9 123
or 0800 023 4567
8:00 am to 5:00 pm Monday to Friday, and 9:00 am to 1:00 pm on Saturdays.

20. Financial services compensation scheme ("FSCS")

20.1 We are a participant in the Financial Services Compensation Scheme ("FSCS"). Information on the scope of FSCS protection can be found on our 'FSCS Information Sheet' available at www.ifastgb.com and on the FSCS website (www.fscs.org.uk).

21. Your information

21.1 In the course of providing you with our commercial banking services, we will collect, use, share and store information which may include Personal Data about you or individuals connected with you, which will include your Beneficial Owners, Officers, Authorised Signatories, Access Holders, Administrators and other individuals who contact us on your behalf or who you ask us to contact in relation to our services under the Agreement (**"information"**).

21.2 Where you provide us with information relating to any individuals connected with you, you confirm and agree that you have their consent or an alternative legal basis on which you rely to

share such information or you are otherwise permitted to provide this information for our use in accordance with this Agreement. We may request evidence of the legal basis or permission on which you rely to share such relevant information.

21.3 We will handle your information in accordance with our Privacy Policy. This sets out, amongst other things, the purposes for which we will use your information and the third parties to which we may disclose it. In summary, we will use your information to manage your Accounts, provide our services, for assessment and analysis (including credit and/or behaviour scoring, market and product analysis), to prevent and detect fraud, money laundering and other crime, to carry out regulatory checks (including 'know your client' checks) and meet our obligations to any relevant regulatory authority or legal obligations and to develop and improve our services to you and other customers and protect our interests. This may include sharing your information with other organisations, such as credit reference agencies, fraud prevention agencies, tax authorities and regulators.

21.4 You shall ensure that you bring our Privacy Policy to the attention of any of your employees, contractors, agents or representatives who may pass any of their information to us or whose information we are otherwise provided with under this Agreement or otherwise in the course of our relationship with you. You are responsible for ensuring that your own internal Privacy Policy and security measures comply with and operate in accordance with all applicable Legal and Regulatory Requirements.

21.5 If we transfer your information to a person, office, branch or organisation located in another country, we will only do so where:

21.5.1 the Secretary of State has decided that the country has an adequate legal framework for the protection of personal data ("Adequacy Decision"); or

21.5.2 we have entered into a contractual arrangement which includes terms approved by the European Commission imposing the highest standards of protection of Personal Data; and

21.5.3 the third party is a signatory to a recognized and binding code of conduct.

21.6 We may retain information about you after the closure of your Accounts or (if applicable) the rejection of your application for an Account for as long as is required to meet legal, regulatory and fraud prevention requirements.

21.7 iFAST Global Bank Limited is the "controller" of the information that you provide to us. Under the Data Protection Legislation, individuals have a number of rights regarding use or processing of their Personal Data which may be exercised at any time. You can find additional information regarding your rights with regards to your Personal Data and how to exercise those rights within our Privacy Policy.

21.8 One such right is the right to access the personal records we hold about an individual. Therefore, you and any individuals connected with you on whom we hold information can ask for a copy of the information relating to them by making a subject access request in writing to us, addressed to: iFAST Global Bank Limited, SQB, 77 Marsh Wall, London, E14

9SH. Email: dpo@ifastgb.com. Further information on your rights generally and/or how to make a subject access request can be obtained from the Information Commissioner's Office (**"ICO"**) website at www.ico.org.uk or by calling 0303 123 1113.

22. General provisions

22.1 The Agreement and any non-contractual obligations arising out of it are governed by the laws of England and Wales. You agree that the courts of England and Wales shall have exclusive jurisdiction in respect of any dispute arising out of or in connection with the Agreement or its formation.

22.2 The Agreement is in English and we will mainly write and communicate with you in English. However, there may be times where we provide communication in other languages where possible.

22.3 If we choose not to exercise rights against you immediately, we can still do so later.

22.4 The Agreement constitutes the entire agreement and understanding between you and us.

22.5 Agreement is personal to you. No other person, including your Authorised Signatories, Administrators and Access Holders, will have any rights or be able to enforce any terms of it under the Contracts (Rights of Third Parties) Act 1999. This is without prejudice to the rights given by condition to individuals connected with you on whom we hold information.

22.6 We may assign our rights and obligations under the Agreement to a person or entity that is appropriately authorised and who we think is capable of carrying out the rights and obligations. If we do so, all references to us in the Agreement will become references to that person or entity. You may not transfer your rights and obligations under the Agreement to anyone else without our written consent.

22.7 If any provision of the Agreement is or becomes for any reason whatsoever invalid, illegal or unenforceable, such provision shall be divisible from the Agreement and shall be deemed deleted from it and the validity of the remaining provisions shall not be affected in any way.

Part B: Special Conditions – Unauthorised Overdrafts

1. Our agreement with you

1.1 These Special Conditions form part of the Agreement between us and you if you draw an Unauthorised Overdraft.

1.2 Capitalised terms used in these Special Conditions have the meaning given to them in the Definitions, unless inconsistent with the context.

2. Unauthorised Overdrafts

2.1 It is entirely within our discretion whether we allow you to draw an Unauthorised Overdraft on any Operating and Current Account.

2.2 You will draw an Unauthorised Overdraft if any transaction, instruction or deduction which we process or effect in accordance with the Agreement results in an overall debit to a Account. The amount of the Unauthorised Overdraft will be the amount of the overall debit to the relevant Account from time to time which is not so covered.

3. Interest and fees

3.1 Until you repay an Unauthorised Overdraft in full, we will charge interest and fees at the rates set out in the Fee Tariff both before and after any court order in our favour for repayment.

4. Cancellation and repayment

4.1 We may at any time, and without prior notice, demand immediate repayment of any drawn amounts of any Unauthorised Overdraft.

4.2 You are also free to repay any Unauthorised Overdraft at any point in time.

4.3 We may exercise our rights under condition 12 ("**Our right to debit your Accounts**") of the General Conditions to reduce or repay any Unauthorised Overdraft.

Part C: Special Conditions – Fixed Term Deposits

1. Our agreement with you

1.1 These Special Conditions form part of the Agreement between us and you if you apply to open, or you hold, a Fixed Term Deposit Account.

1.2 Capitalised terms used in these Special Conditions have the meaning given to them in the Definitions, unless inconsistent with the context.

2. Fixed Term Deposits

2.1 From time to time, we may at our discretion permit you to place funds with us as a Fixed Term Deposit. To do so, you will need to hold a Fixed Term Deposit Account with us denominated in the relevant currency.

2.2 We will specify the following conditions when we offer you the opportunity to place funds as a Fixed Term Deposit:

2.2.1 the currency which you can place;

2.2.2 the maximum amount which you can place;

2.2.3 the minimum amount (if any) which you can place;

2.2.4 the interest rate which we will pay during the Fixed Term and the date or dates on which interest will be paid;

2.2.5 the date by which we must receive your funds and the Account into which we must receive them; and

2.2.6 the dates on which the Fixed Term will begin and end.

2.3 These conditions will form part of your Agreement in relation to the relevant Fixed Term Deposit. We will not allow you to place your funds as a Fixed Term Deposit if you do not comply with them.

2.4 We also reserve the right not to allow you to place your funds as a Fixed Term Deposit if we would otherwise bear any material cost which was not anticipated by us at the time we first offered you the opportunity to do so.

3. Interest

3.1 Unless otherwise stated, interest will be payable in accordance with condition 8 (**"Interest and charges"**) of the General Conditions for the duration of the Fixed Term, including the dates on which we specify that it begins and ends. In the event that we close a Fixed Term Deposit Account in accordance with the General Conditions during the Fixed Term of a Fixed Term Deposit credited to that Account, no interest shall be payable in respect of the outstanding portion of the Fixed Term.

4. Withdrawals

4.1 You will not have any right to withdraw any part of the funds you place as a Fixed Term Deposit until the day the Fixed Term ends.

4.2 In exceptional circumstances, we may consider a request to withdraw funds before the end of the Fixed Term, but the decision whether to do so will be made at our sole discretion. If we allow such a request or if we repay your funds before the end of the Fixed Term for any other reason permitted by the Agreement:

4.2.1 you will not earn any interest on the amount withdrawn other than the amount of interest accrued up to the date of withdrawal; and

4.2.2 we will require you to pay all costs which we reasonably incur in relation to your request and the withdrawal (which may include the costs involved in or arising from the amendment or termination of the derivative contracts with third parties which we use so that we can pay the agreed rate of interest to you and to other customers).

4.3 We will transfer the amount of any Fixed Term Deposit to a Operating or Current Account denominated in the same currency or another Operating or Current Account nominated by you for this purpose on the day the Fixed Term ends (if a Business Day) or otherwise on the first Business Day after the Fixed Term ends.

Part D: Special Conditions – Debit Card

1. Issuance and Eligibility

1.1. Where you maintain a Current Account with us, we may issue a Debit Card (a "Card") to one or more Authorised Users nominated by you. The Card may be used to make purchases in-store or online and to withdraw cash at ATMs displaying the Visa logo, subject to any restrictions we may apply.

1.2. The issuance and full functionality of any Card is subject to meeting all requirements set by Visa and iFAST Global Bank, including, but not limited to, satisfactory due diligence, identity verification, address confirmation, and compliance with regulatory and operational conditions. The Card will only be issued to UK registered Company.

1.3. We may decline to issue or may cancel a Card at our discretion if we are not satisfied with you meeting our or Visa's requirement for Debit Card.

2. Supported Digital Wallet

2.1. iFAST Global Bank supports Digital Wallet token provisioning for Google Pay. You can add your Debit Card to Google Payand use it on your mobile device within the rules set by the Digital Wallet provider. If you use your Debit Card in this way, any payments will be treated as if you used the physical card.

2.2. When adding your card to Google Pay, you must consent and authenticate it either through in-app verification or a one-time password (OTP) sent to your registered email address.

2.3. You must not share your OTP with anyone. If you do, we will not be able to refund any losses in accordance with section 3 of these Special Conditions.

2.4. If a Card is added to a device, anyone with access to that device may be able to make payments using the Card. You are responsible for securing such devices and for all transactions made using them. By sharing your OTP or allowing access to your device, you authorise any payments made through Google Pay, and we will treat these as payments made with your consent.

2.5. You can freeze your Debit Card instantly via the app if you suspect any security issues. However, this will not prevent transactions from being made via Digital Wallet.

3. Visa Click to Pay

3.1. With relation to your Debit Card, we also offer Visa Click to Pay ("Click to Pay"). This is a default feature that allows you to make online payments by using your Visa card without entering your card details for every transaction.

3.2. If you do not wish to use this feature, you may manage or deactivate it at any time through the Manage Card section (under Payment Methods) of the app or website by toggling the Click to Pay option on or off.

3.3. If you do not opt-out of Click to Pay, we will share certain personal data with Visa to enable and operate the service.

3.4. For the purposes of Click to Pay, we and Visa are joint controllers of your personal data under Article 26 of the UK GDPR / EU GDPR. This means that both iFAST Global Bank and Visa determine how and why your personal data is processed for this feature.

3.5. Further information on how Visa processes your personal data, including your data protection rights and how to exercise them, is available in Visa's Global Privacy Notice at https://www.visa.co.uk/legal/global-privacy-notice.html

4. Card Safety

4.1. You must take reasonable steps to ensure that Cards and security credentials are kept secure at all times. This includes ensuring that Authorised Users:

4.1.1. Memorise the PIN and keep it a secret;

4.1.2. Not disclose the PIN to anyone

4.1.3. Use biometric authentication where available

4.1.4. Not disclose Digital Wallet OTP or other relevant sensitive details to anyone

4.1.5. Notify us immediately if the card is lost or stolen, or if you suspect any unauthorised or fraudulent transaction.

4.1.6. If we know or suspect your card is at risk, we will contact you directly. We will never ask for your card PIN or any other payment security code. If we call you, we will may ask you to confirm your identity.

5. Suspending or Blocking Your Card

5.1. We may suspend or block a card or Digital Wallet access for the following reasons:

5.1.1. The security of the card or digital wallet

5.1.2. Suspected unauthorised or fraudulent use

5.1.3. Legal or regulatory obligations or court orders

5.1.4. We will inform you before doing so, or as soon as reasonably practicable afterward, provided this is legally permissible and does not compromise our security measures.

6. Card Limits and Controls

6.1. We may apply spending limits to your card at our sole discretion. Cash withdrawals from ATMs

using your card are also subject to certain limits.

6.2. The default regulatory contactless limit will apply to each card you hold unless you set your own limit. We may amend any card limit at any time, such as when contactless payment limits change at a regulatory level or for security reasons. We will try to notify you of any changes to limits, but there may be situations where prior notice is not possible.

6.3. The default regulatory contactless limit does not apply when using your card through a Digital Wallet i.e. Google Pay.

6.4. For more information about card limits and controls, please check our website and the app

7. Chargebacks

7.1. We will monitor the nature and number of chargebacks requested in connection with purchases or transactions made using your card. If we reasonably consider that the chargebacks being requested are false, we may close your account immediately without notice to you. Please note a chargeback is subject to our discretion.

8. Our Liability

8.1. You are responsible for ensuring Cards are only issued to Authorised Users and for monitoring their use.

8.2. You are liable for all transactions made using any Card issued in connection with your Account, including where the Card is misused by your Authorised Users, unless you have complied with your obligations under section 4 (card safety) of these Special Conditions and promptly reported the loss or misuse.

8.3. In addition to any limitations of liability contained in the Agreement and 7.1 and 7.2 above, we will not be liable for any loss or damage arising from:

8.3.1. A merchant refusing to accept a card;

8.3.2. Suspending or cancelling a card;

8.3.3. Refusing to issue or replace a card;

8.3.4. Not processing any payment transaction made using a card;

8.3.5. Any restrictions or limitations we may place on a card from time to time;

8.3.6. Any successful transactions that exceed the contactless limit you have set;

8.3.7. Losing or misplacing your card/mobile device;

8.3.8. Losses in current as a result of gross negligence or third party fraud.

Part E: Special Conditions – Get Paid Services

1. Our agreement with you

1.1 These Special Conditions form part of the Agreement between us and you if you use any Get Paid Services.

1.2 Capitalised terms used in these Special Conditions have the meaning given to them in the Definitions, unless inconsistent with the context.

2. Get Paid Services

2.1 We may make available features through our Online Banking Service, including:

a) Add money, which enable you to transfer funds from an account held with another financial institution to your Account;

b) Invoicing, which enables you to create, send and manage invoices to payers;

c) Payment links, which enable you to create and share payment links with a payer for the purpose of receiving payments to your Account;

d) QR codes, which enable you to generate and share a QR code that allows a payer to make a payment to your Account;

e) Share Account details, which enable you to share your account details with third parties for the purpose of receiving payments; and

f) Customer management, which enables you to store and manage information relating to customers and payment requests.

3. Use of the Get Paid Services

3.1 You are responsible for ensuring that any invoice, payment link, QR code, and other payment information created or shared through the Get Paid Services are accurate and intended for the relevant payer. We are not responsible for any loss arising from inaccurate information provided by you or any delay or failure in a payment that is beyond our control.

3.2 We may refuse, restrict, suspend or terminate your access to any Get Paid Service where we reasonably believe that your use is fraudulent, unlawful or may expose us to legal, regulatory or financial crime risk.

Part F: Special Conditions – Create Pots

1. Our agreement with you

1.1 These Special Conditions form part of the Agreement between us and you if you use any Pot service.

1.2 Capitalised terms used in these Special Conditions have the meaning given to them in the Definitions, unless inconsistent with the context.

2. Funding and Use of Pots

2.1 A Pot is not a separate bank account and does not have its own account number, sort code or payment functionality. You may transfer funds between your Account and a Pot from time to time.

2.2 Funds allocated to a Pot will be treated as reserved funds and will not form part of the available balance of your Account for payment purposes. You may therefore incur an Unauthorised Overdraft even if you have funds in a Pot.

2.3 You are responsible for monitoring your Account and ensuring that sufficient available funds remain available to meet your payment obligations. We may decline or reject a payment if there are insufficient available funds in your Account, even if funds remain in one or more Pots. We will not be liable for any loss resulting from such delay, rejection or return.

2.4 You may close a Pot at any time, and the funds held in that Pot will be transferred back to the Account.

3. Interest

3.1 Any interest payable will be calculated in accordance with the terms applicable to the Account, and the balance of any Pot will be included when calculating interest payable on the Account. Any interest earned will be credited into the Account.

4. Our Rights

4.1 We may modify, suspend, restrict or withdraw the Pot service, or close any Pot, at any time for operational, legal, regulatory or risk management purposes.

4.2 Funds held in a Pot remain subject to our rights under Condition 12 ("Our right to debit your Accounts") of the General Conditions.

Definitions

"Access Holder" has the meaning given to it in condition 4.4;

"Account" means a cash account held with us as banker;

"Account Information Service Provider" refers to a type of regulated business who you can authorise to access and collate information regarding your accounts with different providers and display it in the same place (for example, via an app or a website);

"Additional Charges Tariff" means the page(s) which we make available to you from time to time, that set out certain fees and charges applicable to processes and services relating to your Account which we provide;

"Agreement" has the meaning given to it in condition 1.1;

"Authorised Signatory" has the meaning given to it in condition 4.1;

"Application Form" means an application form or other such account opening form, which we require you to sign in order to access some or all of our commercial banking services for UK incorporated customers;

"Authorised Push Payment fraud" means when a fraudster tricks someone into sending payment to an account outside of their control.

"Bacs" means the Bankers' Automated Clearing System, which is a regulated payment system that is run by Bacs Payment Schemes Limited, part of Pay.UK**;**

"Bank Holiday" means a public holiday in England;

"Business Day" means any day other than a Saturday, Sunday or Bank Holiday on which banks are open for business in London;

"CHAPS" means the UK payment system referred to by that name and provided by CHAPS Clearing Company Limited;

"Click to Pay" is a feature that allows you to make online payments by using your Debit card without entering your card details for every transaction, further detail under Special Conditions – D.

"Current Account" means our default Account which can be used to make payments to and receive payments from third parties, as well as use a Debit Card and Digital Wallet in accordance with the Agreement;

"Operating Account" means an Account which can be used to make payments to and receive payments from third parties in accordance with the Agreement, but does not include Debit Card;

"Data Protection Legislation" means applicable laws relating to the processing, privacy and/or use

of Personal Data, including:

(a) in the United Kingdom:

(i) the Data Protection Act 2018, and/or any corresponding or equivalent national laws or regulations (Revised UK DP Law); and

(ii) Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019; and

(b) in member states of the European Union (EU) and/or European Economic Area (EEA): the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Directive 2002/58/EC (ePrivacy Directive) and all relevant EU and EEA member state laws or regulations giving effect to or corresponding with any of them;

"**Debit Card**" means both the virtual (including Digital Wallet(s)) and physical version of the payment card linked to your Current Account. It allows you to spend directly from the balance available in your account subject to Special Conditions – D.

"**Digital Wallet**" means a mobile or electronic payment application or service that enable you to securely store your Debit Card details and make electronic payments via a compatible smartphone, smartwatch, or other supported digital device. The Digital Wallet(s) supported by us are under Special Conditions – D and may change from time to time**.**

"Direct Credit" means an electronic payment initiated by a payer and is credited directly to your Account, whether as a one-off or recurring payment, in accordance with the information provided by the payer;

"Direct Debit" means a payment arrangement that allows an organisation to collect funds directly from your Account, on dates and for amounts (fixed or variable) specified by that service provider;

"**Direct Debit Authorised Signatory**" means an individual as described in condition 4.6;

"Faster Payments" means the UK payment system referred to by that name and provided by Faster Payments Scheme Limited;

"Fee Tariff" means the page(s) that set out certain fees, charges, interest rates and notice periods applicable to your Account, which we make available to you through our Online Banking Service;

"Fixed Term" means the fixed period of time during which we will not allow you to withdraw a Fixed Term Deposit;

"Fixed Term Deposit" means a deposit which we accept on Special Conditions such that you will not be able to withdraw the relevant funds (except at our sole discretion) until the expiry of a Fixed Term;

"Fixed Term Deposit Account" means an Account used to hold one or more Fixed Term Deposits;

"FSCS" means the UK's Financial Services Compensation Scheme;

"General Conditions" means these General Conditions for UK Incorporated Customers;

"Get Paid Services" means the invoicing, payment collection and receipt, account information sharing and customer management features made available through the Online Banking Service and subject to Part E – Special Conditions**;**

"Group" has the meaning given to it in section 474 of the Companies Act 2006;

"iFAST Global Bank Limited Intellectual Property Rights" means all intellectual property rights held or enjoyed by or licensed to iFAST Global Bank Limited or another member of its Group (including without limitation patents, rights to inventions, copyright and neighbouring and related rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights to use and protect the confidentiality of confidential information (including know-how and trade secrets), in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

"Mandate" has the meaning given to it in condition 4.7;

"Micro-enterprise" has the meaning set out in condition 13.8, which is fewer than 10 employees and turnover or balance sheet ≤ €2 million).

"Online Banking Service" means the banking, payment and foreign exchange services and any related information and services which we make available to you via the worldwide web;

"Order" means the instruction electronically provided by you to carry out an FX Transaction**;**

"Payment Initiation Service Provider" means a type of regulated business who you can authorise to initiate payments to third parties directly from your Account;

"Receiving Payment Service Provider" means the financial institution that acts as the final destination for funds transferred in a payment transaction. The Receiving PSP is responsible for the final acceptance and processing of incoming payments, ensuring that funds are securely deposited into the recipient's account.

"Payment Services Regulations" means the Payment Services Regulations 2017 (as in force from time to time) and any re-enactment of these or successor legislation (where applicable references to specific provisions shall constitute references to equivalent provisions in any such re-enactment or successor legislation);

"Personal Data" means personal data as defined by Data Protection Legislation;

"Privacy Policy" means the privacy policy which we publish online at www.ifastgb.com and which describes how we handle and use your information;

"Pot" means a designated place linked to an Account that enables you to set aside and manage funds separately from your main available balance for specific purpose, subject to Part F – Special Conditions**;**

"Security Information" has the meaning given to it in condition 5.1;

"Sending Payment Service Provider" means the financial institution where the Service User's account is held;

"SEPA" means the Single Euro Payment Area, being the euro payment system referred to by that name, under which the service supports SEPA Credit Transfer (SCT) and SEPA Instant Credit Transfer (SCT Inst);

"Service User" means a person who uses a service provided by a payment system and is not a participant in that payment system.

"Special Conditions" means the terms that apply to certain Accounts or services that we may from time to time offer or make available to you;

"Supported Currencies" means the currencies available by us as noted in condition 7.17.

"SWIFT" means the international payment system referred to by that name;

"Third Party Payment Service Provider" means either an Account Information Service Provider or a Payment Initiation Service Provider authorised by you;

"**Trust**" means a trust arrangement referred to us by iFAST Global Trust, in which iFAST Global Trust acts as the Trustee;

"**Trustee**" means iFAST Global Trust acting in its capacity as Trustee of a Trust;

"Unauthorised Overdraft" means an overdraft which we provide to you subject to Special Conditions on an Account;

"we", **"us"** and **"our"** have the meaning given to them in condition 1.3.2; and

"you" and **"your"** have the meaning given to them in condition 1.3.1.