

iFAST Global Bank
Terms and Conditions
Governing
Personal Bank Accounts and Services

[Effective from 30 Jul 2026]

KEY INFORMATION

Our details

iFAST Global Bank Limited is a UK regulated bank that is authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority. **We** operate under the trading name iFAST Global Bank. **You** can find **us** on the UK Financial Services Register (www.register.fca.org) with registered number 716167. Term 2.1 contains more information about **us**.

Our services

- **We** provide multi-currency personal bank accounts that can hold all the following currencies: British Pounds, Hong Kong Dollars, US Dollars, Euro, Singapore Dollars, Chinese Yuan, Japanese Yen, Swiss Franc, United Arab Emirates Dirham, Canadian Dollar and Australian Dollar. Whilst we aim to keep this list up to date, the list of supported currencies may change from time to time without requiring an update to these Terms. For the most current information, please refer to the Bank's FAQ section on our website

- **You** can only access and operate the personal bank accounts **we** offer digitally via **Digital Banking**, which includes **our App** and **Online Banking**.

- **We** can stop or prevent **you** from using **Digital Banking** in certain situations without notice, including where **we** are concerned about the security of **your Account**. If **we** do this, **you** will not have access to **your Account**.

- **We** do not currently offer credit cards, cheque books or overdrafts and **we** do not provide access to physical branches. Term 3 contains further information about the personal bank account and services.

- If **you** have a personal bank account with **us**, **you** can also open a personal fixed term deposit account and a personal notice account via **Digital Banking**. Term 5 contains more information about personal fixed term deposit accounts and personal notice accounts. You may also have access to our Debit Card, Term 6.4 contains more information.

How your money is protected

Your eligible deposits in **Accounts** with **us** are protected under the UK deposit guarantee scheme, up to a total of £120,000, if **you** are an eligible depositor. Term 2.23 contain more information about the scheme.

Communications between us

You can contact **us** in any of the following ways:

- by audio and/or video call with **our** customer services team from 1am to 11pm GMT (2am to 12am BST) on a **Business Day** via our **Live Chat** function; and weekends from 8 am to 12 pm GMT (9 am to 1 pm BST);

- by emailing **us** at clienthelp@ifastgb.com;

- by using the **App**;

- by using **Online Banking**; and

- by post at iFAST Global Bank Limited, SQB, 77 Marsh Wall, London E14 9SH, United Kingdom.

We can contact **you** using a variety of ways, including by post, telephone, e-mail, text message, other electronic means, via the **App** or **Online Banking**. **We will never ask you for your full Security Information or to transfer money into any new accounts. If someone does this, please end the call or other communication, and reach out to us immediately.**

Term 2.12 contains more information about how **you** and **we** can communicate with each other.

Fees and charges

The **Fee Information Document** contains a list of **our** fees and charges. **You** can also find this information in **Digital Banking**.

Incorrect payments and payments to fraudsters

You are responsible for any payments made from **your** personal bank account if **you** give **us** wrong instructions, tell **us** to make the same payment more than once or if a fraudster tricks **you** into sending money. Term 7 contains more information on what happens if something goes wrong including if **we** make a mistake in making a payment.

Your obligations and responsibilities

If **you** open a personal bank account with **us**, **you** will enter into a legal agreement with **us**, and **you** will have certain obligations and responsibilities. These include:

- complying with these **Terms** and the **Agreement**;

- ensuring **you** have enough money in **your Account** before **you** ask **us** to make a payment (including enough money for any fees to make a payment). If **you** do not have enough money in **your Account**, **we** will not make the payment;

- providing **us** with any information **we** reasonably ask for as soon as possible. If **you** do not provide this information when asked to, **we** may delay or refuse to process **your** payments or block access to **your Account**. **We** will not be responsible for any losses because of this;

- ensuring **you** keep **your Account** and **Security Information** secure as explained in Term 4;

- only using **your Account** for personal use and not for any business purpose; and

- reviewing **your** personal bank account statements regularly and letting **us** know as soon as possible if **you** think there are any unusual or incorrect payments.

Term 2.13 contains more information about **your** obligations and responsibilities, including **your** tax responsibilities.

If you owe us money

If **you** owe **us** money (for example, due to insufficient funds in your account to cover fees, charges or transactions) and **you** do not pay it on time, **we** may take this money from any **Account you** hold with **us** to reduce the amount **you** owe **us**. This is called **our** right of set off and is explained in more detail in Term 2.45. **We** will notify **you** before **we** exercise **our** right of set off.

If **you** owe **us** money for more than 30 days, **we** may report this to credit reference agencies. This may affect **your** credit score and **your** ability to borrow money.

Changing these Terms or the Agreement

We can amend these **Terms** and the **Agreement** and will normally provide **you** with two months' advance notice of such changes. In some cases, **we** can make changes without providing **you** with advance notice, for example if **we** change interest rates in **your** favour Term 2.6 contains more information about this.

Closing your Account or ending the Agreement

Our Agreement does not have an agreed end date and continues until either **you** or **we** terminate the **Agreement** or if **you** or **we** close **your** personal bank account.

You can close **your Account(s)** or terminate the **Agreement** at any time by contacting **us** using the details in Term 2.12.

If **you** or **we** close **your** personal bank account, **we** will automatically close any Debit Card, personal fixed term deposit account and personal notice deposit account **you** have with **us**. The **Personal Fixed Term Deposit Account Information Sheet** and the **Personal Notice Deposit Information Sheet** contain information about any fees or penalties **you** may have to pay for closing these accounts. **We** can restrict, suspend or close any of **your Accounts, Digital Banking, Debit Card** or the **Agreement:**

- by giving **you** three months' notice; or
- in certain situations without giving **you** any notice, for example, if **we** suspect fraud or breach of law or regulation.

Terms 2.7 to 2.10 contain more information.

Complaints

If **you** have a complaint in respect of **our** services, **you** can contact **our** customer services team at clienthelp@ifastgb.com. **You** may also be able to complain to the UK Financial Ombudsman Service at www.financial-ombudsman.org.uk. Term 2.22 contains more information regarding complaints.

1. Definitions and interpretation

1.1 Certain words or phrases in these **Terms** are capitalised and in bold. This means that they have a specific meaning, as explained below:

1.1.1 **Account** means any account that **you** have with **us** including a personal bank account, a personal fixed term deposit account and a personal notice account.

1.1.2 **Agreement** means the documents that are referenced in Term 2.3.2.

1.1.3 **Alipay+** means the digital payment service provided by Ant Group that enables users to make electronic payments.

1.1.4 **App** means **our** app that allows **you** to have access to **your Account** via a mobile device such as a phone or tablet.

1.1.5 **Application Form** means the application form or an account opening form that **we** require **you** to complete to apply for an **Account** and banking services from **us**.

1.1.6 **Annual Allowance** means the maximum amount you are permitted to subscribe into all ISAs in a single tax year, as set by UK government.

1.1.7 **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;

1.1.8 **Business Day** means any weekday other than a Saturday, Sunday or a bank or public holiday in England and Wales;

1.1.9 **CHAPS** means the Clearing House Automated Payment System, which is a same-day electronic payment system run by the Bank of England for processing payments in British Pounds.

1.1.10 **Chargebacks** means a payment made with a Debit Card that is reversed by us, due to a legitimate dispute by you and the merchant. This is at our discretion and subject to 6.4.5(a). The responsible merchant will then be required to reimburse us where applicable.

1.1.11 **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 6.4.3.

1.1.12 **Debit Card** refers to both the virtual (including Digital Wallet(s)) and physical version of the payment card linked to your Personal Bank Account. It allows **you** to spend directly from the balance available in your account subject to 6.4. The card is currently available for UK residents only, subject to 6.4.1.

1.1.13 **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 listed in 6.4.2, and may change from time to time.

1.1.14 **Device** means a digital tool that **you** can use to make payments or to otherwise use, access or carry out certain things on **your Account**. This includes, for example, a mobile phone, a tablet and a computer.

1.1.15 **Digital Banking** means the **App** and/or **Online Banking**.

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

1.1.17 **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 organisation.

1.1.18 **Early Salary Credit** means a feature that allows you to receive your Direct Credit payment via Bacs one business day earlier than the scheduled payment date.

1.1.19 **EEA** means the European Economic area, which includes all member states of the European Union from time to time and Iceland, Liechtenstein and Norway.

1.1.20 **EzRemit** means the division within iFAST Global Bank providing money transfer services.

1.1.21 **EzWallet** means the money transfer product provided by EzRemit in collaboration with e-wallet providers in various countries.

1.1.22 **FCA** means the Financial Conduct Authority of 12 Endeavour Square, London E20 1JN (website: www.fca.org.uk) or any successor body or bodies.

1.1.23 **Fee Information Document** means the document issued by **us** that provides information about the rates, fees and charges applicable to **your Account**, as amended or updated by **us** from time to time.

1.1.24 **Fixed Rate Cash ISA** means a type of individual Savings Account (ISA) that allows eligible individuals to save Tax Free within an Annual Allowance amount set by the UK government, where a fixed rate of interest applies for a specified term.

1.1.25 **Flexible Cash ISA** means a type of individual Savings Account (ISA) that allows eligible individuals to save Tax Free within an Annual Allowance amount set by the UK government.

1.1.26 **FSCS** means the **UK** Financial Services Compensation Scheme.

1.1.27 **iFAST Affiliate** means licensed entities located in Singapore, Hong Kong and Malaysia that are part of the iFAST group and associated companies of iFAST Global Bank.

1.1.28 **iFAST Cash Account** means the cash facilities associated with **your** investment account held with the **iFAST Affiliate**.

1.1.29 **HMRC ISA Rules** means the regulations governing Individual Savings Accounts as outlined in the Individual Savings Account Regulations 1998 (as amended).

1.1.30 **ISA Transfer** means the process of moving ISA funds from one provider to another while maintaining the tax-free status of the funds, subject to HMRC rules and the terms laid herein.

1.1.31 **Online Banking** means the online service provided by **us** that allows **you** to have access to and manage **your Account** via a secure site which is currently available at https://www.ifastgb.com/login.

1.1.32 **Personal Bank Account** means the Multi-Currency Current Account you open with us in relation to these terms and conditions.

1.1.33 **Personal Notice Deposit Information Sheet** means the terms and conditions issued by **us** that apply to **your** personal notice deposit account, as amended or updated by **us** from time to time.

1.1.34 **Personal Fixed Term Deposit Information Sheet** means the terms and conditions issued by **us** that apply to **your** personal fixed term deposit account, as amended or updated by **us** from time to time.

1.1.35 **PRA** means the Prudential Regulation Authority of 20 Moorgate, London, EC2R 6DA (website: www.bankofengland.co.uk) or any successor body or bodies.

1.1.36 **Privacy Policy** means **our** privacy policy published online at https://www.ifastgb.com/responsible-bank/privacy-policy, as amended or updated by **us** from time to time.

1.1.37 **Security Information** means any information that **we** use to keep **your Account** safe. This includes, for example, **your** customer profile number, login name, passwords, security codes (such as one-time passcodes / tokens) and biometric data (such as **your** fingerprint and face ID).

1.1.38 **SEPA** means the Single Euro Payments Area, which is a payment system for transferring funds in euros, under which the service supports **SEPA Credit Transfer (SCT)** and **SEPA Instant Credit Transfer (SCT Inst).**

1.1.39 **SWIFT** means the Society for Worldwide Interbank Financial Telecommunication, which is a system to transfer money globally in various currencies. **Tax Year** means the period from 6th April of one year to 5th April of the following year, used to calculate annual allowances and subscriptions.

1.1.40 **Tax-Free Interest** means the interest earned within the Flexible Cash ISA that is exempt from UK income tax under HMRC rules.

1.1.41 **Terms** means these terms and conditions issued by **us**, as amended or updated by **us** from time to time.

1.1.42 **Test Payment** means the splitting of payments into two or more parts during the transaction process for security verification purposes per 3.4.17.

1.1.43 **Third-Party Provider** means apps or websites that:

(a) make payments at **your** request from **your** personal bank account on **your** behalf; or

(b) provide account information to **you** about **your** personal bank account and other online payment accounts.

1.1.44 **UK** means the United Kingdom.

1.1.45 "**you**" and "**your**" means the person or people **we** provide the **Account** to.

1.1.46 "**we**", "**us**" and "**our**" means iFAST Global Bank Limited, trading as iFAST Global Bank.

1.1.47 **Worldwide Scan & Pay** means the global payment service enabled through Alipay+ that allows you to make cashless payments by scanning a merchant-presented QR code or displaying your payment code for scanning at participating merchants in Alipay+'s supported countries.

1.2 **You** should interpret these **Terms** as follows, unless the context says otherwise:

1.2.1 the singular shall include the plural and vice versa;

1.2.2 a reference to "in writing" includes email or other electronic communication;

1.2.3 any phrase introduced by the term "including," "include", "in particular", "for example" or any similar expression is to be construed as illustrative only and does not limit the sense of the words following those terms; and

1.2.4 a time of day shall be construed as a reference to **UK** time.

2. General

2.1 About **us**

2.1.1 **We**, iFAST Global Bank Limited, are authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority. **You** can find **us** on the UK Financial Services Register with registered number 716167.

2.1.2 **We** are a private limited company registered in England and Wales with company number 04797759. **Our** registered office is iFAST Global Bank Limited, SQB, 77 Marsh Wall, London E14 9SH.

2.1.3 **We** operate under the trading name iFAST Global Bank. iFAST Global Bank Limited is the legal entity that provides services to **you**.

2.1.4 The **FCA** is an independent body that regulates the financial services industry in the **UK**. **You** can contact the **FCA** at 12 Endeavour Square, London E20 1JN and on 0300 500 8082.

2.1.5 The **PRA** is an independent body that is responsible for the prudential regulation and supervision of banks, building societies, credit unions, insurers and major investment firms in the **UK**. **You** can contact the **PRA** at 20 Moorgate, London EC2R 5DA and on 020 3461 4444.

2.2 Purpose and availability of these **Terms**

2.2.1 These **Terms** are an important document as they set out how **we** will provide any **Account** and related banking services to **you**. It is important that **you** read these **Terms** carefully.

2.2.2 Please contact **us** if **you** need help understanding these **Terms** using the contact details set out in Term 2.12.1. **You** can also check **our** 'Frequently Asked Questions' page at https://www.ifastgb.com/help-centre/how-to-guides.

2.2.3 **You** can ask **us** to send **you** a copy of these **Terms** via email at any time or **you** can download these **Terms** in pdf from Digital Banking.

2.3 The **Agreement** between **you** and **us**

2.3.1 By opening an **Account** with **us**, **you** are entering into a legal agreement with iFAST Global Bank and are agreeing to these **Terms**. This means that both **you** and **we** have certain responsibilities and obligations to each other.

2.3.2 **Our Agreement** with **you** is made up of the following documents, as amended from time to time:

(a) these **Terms**;

(b) the **Fee Information Document**;

(c) the **Application Forms** completed by **you**;

(d) if **you** have a personal fixed term deposit account, the **Personal Fixed Term Deposit Information Sheet**;

(e) if **you** have a personal notice account, the **Personal Notice Deposit Information Sheet**;

(f) any other documents **you** and **we** agree forms part of the legal agreement between **you** and **us**. In the event of any conflict, this Terms and Conditions will prevail over any other documents.

2.4 When the **Agreement** becomes effective

2.4.1 The **Agreement** between **us** will start on the date that **we** notify **you** that **we** have opened **your Account**.

2.4.2 **We** are not required to provide **you** with an **Account** or any services until **you** have provided **us** with all the information **we** need, and **we** are satisfied that **we** have completed all **our** internal checks and processes. This includes, for example, conducting identity, source of funds, address verification and credit checks on **you**.

2.5 Duration of the **Agreement**

The **Agreement** does not have an agreed end date and will continue until either **you** or **we** end the **Agreement**. Further details about ending the **Agreement** are in Term 2.7.

2.6 Changes **we** may make to the **Agreement**

2.6.1 **We** may need to amend the **Agreement** from time to time for several reasons. For example, **we** could make changes to **our** charges, interest rates, exchanges rates or make changes to the **Accounts** or **our** services or introduce new services or features.

2.6.2 Unless otherwise required by applicable law, **we** will notify **you** of any changes to the **Agreement** by:

(a) notifying **you** via **Digital Banking**;

(b) putting messages on **your** statements; and/or

(c) sending **you** a separate written notice.

2.6.3 In addition, **we** may display a notice of changes on **our** website at www.ifastgb.com.

2.6.4 **We** will usually provide **you** with at least two months' notice of changes **we** intend to make to the **Agreement** (unless the changes are favourable to you, in which case we may give less notice, or in clause 3.8 wherein those terms will apply) except where, but not limited to:

(a) Changes made to take account of shifts in Legal and Regulatory Requirements, codes of practice, court or ombudsman decisions or regulatory practice;

(b) **we** make changes to **our** interest rates in your favour; or

(c) we make changes to **our** exchange rate published on **Digital Banking** or;

(d) Adding new terms into this Agreement for new products, services or features as long as such new terms do not change the terms for any existing products, services or features.

(e) make the terms or conditions clearer, and up to date or to correct mistakes, ambiguities, inaccuracies or omissions;

2.6.5 If **you** do not accept the changes **we** propose to make, **you** may close **your Account** or end the **Agreement** before the changes comes into effect.

2.6.6 If **we** give **you** notice and do not hear from **you**, **we** will treat **you** as having accepted the changes.

2.7 How **you** can cancel or close **your Account** or end the **Agreement**

2.7.1 **You** have the right to cancel any **Account you** have with **us** or end the **Agreement** within the 'cooling off period' which is 14 days from the day

after **we** confirm to **you** that **we** have opened **your Account**. In order to cancel the **Agreement** you need to give us notice by email to our customer services team at clienthelp@ifastgb.com.

2.7.2 **You** may also close any **Account you** have with **us** or end the **Agreement** at any time after the cooling off period by giving **us** notice by email to **our** customer services team at clienthelp@ifastgb.com.

2.7.3 If **you** close or cancel **your** personal bank account, **we** will also close any personal fixed term deposit account or personal notice account **you** have with **us**.

2.8 How **we** can restrict, suspend, or close **your Account, Digital Banking** or end the **Agreement**

We can restrict, suspend, or close any or all **your Accounts** or **Digital Banking** or end the **Agreement**:

2.8.1 at any time by giving **you** at least two months' notice; and

2.8.2 immediately, or by giving **you** less than two months' notice in the following situations:

(a) **you** have seriously or persistently broken this **Agreement**;

(b) **you** have given **us** any false, misleading or incomplete information;

(c) **you** or try to use **your Account** illegally or for criminal activity, such as for fraud, money laundering or other crime;

(d) **you** have acted inappropriately towards **us** such as by behaving in a threatening, abusive or unreasonable manner to **our** staff;

(e) money **you** owe **us** is outstanding for more than 90 days and **we** have served **you** with a notice regarding the money **you** owe **us**;

(f) **we** are required to do so by law or regulation;

(g) **we** reasonably think it is necessary to protect the security of the **Account** or the security of **our** systems or the accounts held by other customers;

(h) **you** have died or become incapacitated;

(i) **you** become bankrupt;

(j) if **we** become aware that there is a dispute between the joint **Account** holders;

(k) **we** stop supporting the **App**, **Online Banking or Debit Card** ;

(l) the manufacturer of **your** mobile device or operating system withdraws the **App, Debit Card** or **Online Banking**;

(m) **you** do not use **your Account** for 12 months; (for example if you do not making any payments from your account)

(n) **we** reasonably suspect **you** are using **your** Account to send or receive payments to or from any business or person that exceeds **our** risk appetite (for example, from a person in a location **we** consider to be high risk); or

(o) **we** reasonably believe that **we** may break the law, regulation, code or duty if **we** maintain **your Account** or if keeping **your Account** exposes **us** to action or censure from any government, regulator or law enforcement agency.

2.9 When **your** personal bank account is closed

2.9.1 **We** will also close any personal fixed term deposit account and personal notice account **you** have with **us**. **You** may also have to pay fees or penalties if **you** or **we** close **your** personal fixed term deposit account or personal notice account if you have not given us the required notice or termination is before the end of the fixed term. The **Personal Fixed Term Deposit Account Information Sheet** and the **Personal Notice Deposit Information Sheet** contain information about any fees or penalties **you** may have to pay for closing these accounts.

2.9.2 You will be given 90 days from the date you are notified of this decision to transfer your Flexible Cash ISA to another provider through ISA Transfer. If any balance remains in your Flexible Cash ISA after the expiry of this 90-day period, we will automatically close your Flexible Cash ISA without further notice and transfer the remaining funds to your Multi-Currency Current Account as part of the account closure process. We shall not be liable for any loss of tax advantages, tax-free status, or tax allowance that may arise as a result of such closure and transfer.

2.9.3 **You** will not be able to access your Debit Card or **Digital Banking** for the **Account** – make sure **you** have downloaded all the information **you** need from **Digital Banking** before **you** close **your** personal bank account. **You** can email **us** to request copy of statements for a period of up to five years or for the period **your** personal bank account has been open if it was opened less than five years ago.

2.9.4 **Our** normal fees and charges set out in the **Fee Information Document** will continue to apply for using the personal bank account, such as charges for sending money.

2.9.5 This **Agreement** will end when **your** personal bank account with **us** is closed.

2.9.6 Once the **Agreement** ends, it will not affect any legal rights or obligations that either **you** or **we** have that may already have arisen, for example **your** obligation to pay any outstanding fees. After the **Agreement** ends, **you** and **we** will keep any rights each of **us** has under, or as a matter of, general law.

2.10 If you or we close only **your** personal fixed term deposit account and/or personal notice account, **your** personal bank account will remain open. However:

2.10.1 **You** will not be able to access **Digital Banking** for **your** personal fixed term deposit account or personal notice account, but **you** will still be able to access **Digital Banking** for **your** personal bank account.

2.10.2 **You** can email **us** to request copies of statements for a period of up to five years or for the period **your** personal fixed term deposit account or personal notice account has been open if it was opened less than five years ago.

2.10.3 **You** may also have to pay fees or penalties if **you** or **we** close **your** personal fixed term deposit account or personal notice account if you have not given us the required notice or termination is before the end of the fixed term. The **Personal Fixed Term Deposit Account Information Sheet** and the **Personal Notice Deposit Information Sheet** contain information about any fees or penalties **you** may have to pay for closing these accounts.

2.11 Transferring the **Agreement**

2.11.1 **We** can transfer, in whole or in part, **our** rights and responsibilities under this **Agreement** to another appropriately regulated person that **we** determine is capable and competent to carry out **our** responsibilities. **We** will give **you** two months' prior notice of **our** intention to transfer.

2.11.2 The **Agreement** is personal to **you**, and **you** cannot transfer **your** rights or responsibilities under the **Agreement** or **your Account** to someone else.

2.12 Communications between **you** and **us**

2.12.1 How can **you** contact **us**:

(a) by audio and/or video call with **our** customer services team from 1am to 11pm GMT (2 am to 12 am BST) on a **Business Day** via our **Live Chat** function; and weekends from 8 am to 12 pm GMT (9 am to 1 pm BST);

(b) by emailing **us** at clienthelp@ifastgb.com;

(c) by using the **App**;

(d) by post at iFAST Global Bank Limited , SQB, 77 Marsh Wall, London E14 9SH, United Kingdom.

2.12.2 How **we** can contact **you**

(a) **We** may need to contact **you** for several reasons throughout **our** relationship, including for example, if **we** need to discuss **your Account** or if we need to confirm any payment instructions that **you** have sent **us**. It is important that **your** contact details are up to date so that **we** can contact **you** safely and quickly. If **you** do not tell **us** of changes to **your** contact details, **we** will not be responsible if **you** do not get information or notices **we** send **you**.

(b) **We** can contact **you** using any or all the following ways:

(i) by post, telephone, e-mail, text message or other electronic means using the most recent contact details **you** have provided to **us**;

(ii) via the **App** or **Online Banking** by using messages in the **App** or **Online Banking**.

(c) If **we** think there is a security threat or fraud on **your Account**, **we** will contact **you** by text message, telephone or another secure method. **We** will ask **you** to verify **your** identity.

(d) **We** may record or monitor telephone 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.

2.13 **Your** obligations and responsibilities

2.13.1 By entering into the **Agreement** with **us**, **you** agree to:

(a) comply with the **Agreement;**

(b) make sure that **you** have enough money in **your Account** before **you** ask **us** to make a payment, including any fees to make the payment. If **you** do not have enough money in **your Account**, **we** may refuse to make the payment;

(c) provide **us** with any information **we** reasonably ask as soon as possible. If **you** do not provide this information when asked to, **we** may delay or refuse to process **your** payments or block all access to **your Account**. **We** will not be responsible for any losses because of this;

(d) ensure **you** keep **your Account** and **Security Information** secure as explained in Term 4 and 6.4.3;

(e) only use **your Account** for personal use and not for any business purpose; and

(f) review **your** statements regularly and let **us** know as soon as possible if **you** think there are any unusual or incorrect payments.

(g) Fully cooperate with any investigations or procedures related to any claim you bring forward, including providing all relevant information and responding to requests for further documentation promptly.

(h) Proactively notify our customer service team if you encounter any difficulties or challenges in managing your finances or require additional support in using our products and services.

2.13.2 **Your** responsibilities relating to tax

(a) **You** have certain responsibilities related to tax including, for example, filing returns, paying taxes and following any other

applicable laws and regulations. **Your** responsibilities depend on a range of factors, including where **you** live. It is **your** responsibility to make sure **you** follow the tax rules which apply to **you**. **We** cannot provide any tax advice to **you**.

(b) **We** may be required to withhold certain funds from **your Account** and pay these to the relevant tax authorities in certain circumstances. **We** will let **you** know if **we** are required to do this, unless **we** are not allowed to inform you for legal or regulatory reasons

2.14 Reclaiming costs from **you** and reimbursing **our** costs

2.14.1 If **you** break the **Agreement** and it creates costs for **us**, **we** can claim reasonable costs from **you**. This could include legal costs, the costs of tracing **you** and taking steps to deal with the issue and enforcing the payment of any money **you** owe **us** whether in the **UK** or elsewhere. It could include charges for **our** services **you** have not paid. **We** will also charge **you** for any reasonable costs for communicating with **you** about what has happened.

2.14.2 If **we** receive a court order or other legal documents relating to **your Account**, **we** will ask **you** to pay any administration costs that **we** reasonably incur to comply with that court order or legal document. **We** will inform **you** of these costs before charging **you**.

2.15 If **you** owe **us** money

2.15.1 If **you** owe **us** money (for example, due to insufficient funds in your account to cover fees, charges or transactions) and **you** do not pay it on time, **we** may take this money from any **Account you** hold with **us** to reduce the amount **you** owe **us**. This is called **our** 'right of set-off.' **We** will inform **you** in writing at least 14 days before **we** use **our** right of set-off. **We** will only use this right where **we** consider it reasonable to do so and if the law allows **us** to.

2.15.2 Where the **Account** is in **your** name only, **our** right of set off allows **us** to take money in **your Account** to pay a debt only **you** owe or to pay a debt that **you** and someone else owes **us** together.

2.15.3 Where the **Account** is a joint **Account**, **our** right of set off allows **us** to take money in **your Account** to pay:

(a) a debt owed to **us** by one or more of the **Account** holders;

(b) a debt owed to **us** by one or more of the **Account** holders and someone else together.

2.15.4 If **you** owe **us** money for more than 30 days, **we** may report this to the credit reference agencies. This may affect **your** credit score and **your** ability to borrow money.

2.15.5 If **we** take money from an **Account** that is in a different currency to the amount **you** owe **us**, **we** can convert the money **you** owe **us** using our

exchange rate published on **Digital Banking** on the date **we** take the money.

2.15.6 Where we provide you with foreign exchange conversion services, please refer to section 3.6 (Foreign Exchange) and our websites FAQ section for more information.

2.16 When **we** can refuse to make or receive a payment

We can refuse to make a payment from **your Account** or receive money into **your Account** if:

2.16.1 **we** need to conduct additional security or identity checks, such as confirming that **we** are dealing with the right person;

2.16.2 **we** believe the payment may carry a high risk to you and we require further information or evidence to verify the legitimacy of the payment purpose or recipient;

2.16.3 **you** do not have enough money in **your Account** to make the payment and any fees that **we** will charge on the payment;

2.16.4 the law or regulation requires **us** to;

2.16.5 **we** need to protect **you** or **your Account** from fraud;

2.16.6 making or receiving the payment would cause **us** to break any law or regulation;

2.16.7 **we** reasonably believe that someone else has rights to the money in **your Account**;

2.16.8 the payment is over a limit that **we** inform **you** of

2.16.9 the transaction seems unusual, and **we** want to investigate this further;

2.16.10 **you** have given **us** incorrect, unclear or ambiguous details for a payment;

2.16.11 **you** have not given **us** additional information about the payment that **we** have reasonably asked for, or the information **you** have given is not satisfactory to **us**;

2.16.12 **you** have asked **us** to send a payment by a certain means (for example, by **CHAPS**) and the other financial institution does not accept it;

2.16.13 if **we** believe it is necessary to comply with law, regulation, market practice or internal policies related to sanctions, anti-money laundering, terrorist financing and/or tax compliance; or

2.16.14 making the payment could mean **we** face action or criticism from any government, regulator or law enforcement agency.

2.17 **Our** responsibility to **you**

2.17.1 If **you** have any loss or damage that arises directly out of something that **we** have or have not done, **you** may be able to claim this loss back from

us. However, **you** will not be able to claim any loss or damage back from **us** if:

(a) **you** have acted fraudulently or with gross negligence;

(b) **you** have broken the **Agreement**;

(c) **we** have not been able to follow the **Agreement** because of the law;

(d) abnormal or unforeseeable circumstances beyond **our** control means **we** were not able to follow the **Agreement** despite **our** best efforts to do so. For example, a strike, hardware breakdown or a problem with a payment system;

(e) **we** have not followed an instruction from **you** for a permitted reason **we** give in the **Agreement**;

(f) any equipment, software or user documentation which someone other than **us** produces for use with **Digital Banking** causes loss or damage to **you**;

(g) any service **you** use to access **Digital Banking** or which **you** access through digital banking which **we** do not control causes loss or damage to **you**;

(h) **you** use **Digital Banking** outside of the **UK** and this does not comply with any local laws;

(i) **you** have given **us** wrong, insufficient or inaccurate information such as the wrong account number or not updating **us** about a change in **your** contact details.

2.17.2 The above exceptions will not apply and nothing in the **Agreement** will stop **us** from being responsible if **we**:

(a) act fraudulently;

(b) act with gross negligence; or

(c) are at fault and the law does not allow **us** to exclude or limit **our** responsibility.

2.18 Use of **your** personal information and confidentiality

2.18.1 **You** have certain rights when it comes to **your** personal information including the right to access **your** data. **Our Privacy Policy** explains how **we** manage and use **your** personal information.

2.18.2 The personal information we have collected from you will be shared with fraud prevention agencies. It is used to verify your identity and to prevent fraud and money laundering. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by the following link https://www.cifas.org.uk/fpn.

2.18.3 You have a legal right to know the details of the credit reference and fraud prevention agencies we use. Please contact us via the Help and Support section in the App or email us at clienthelp@ifastgb.com. The following link may also be helpful: https://www.cifas.org.uk/fpn.

2.18.4 **We** treat any information **you** give **us** as confidential. However, **we** may share or disclose **your** information with others including:

(a) with **iFAST Affiliates** so **we** can provide **your Account** and services to **you**;

(b) where **we** are required to by law or regulation;

(c) where **we** have a statutory duty to do so. For example, **we** may have to share **your** information with tax authorities in the **UK** and other countries;

(d) if **you** agree that **we** may share the information; and

(e) where **we** reasonably consider that **we** need to disclose the information to protect ourselves or are required to provide such information, such as in a court case.

2.19 Fees and charges

2.19.1 **You** can find details of **our** fees and charges in relation to the services that **we** provide **you** on **your Account** in the **Fee Information Document**, in the **App** and **Online Banking**.

2.19.2 **You** authorise **us** to deduct any fees or charges set out in the **Fee Information Document** which are due and payable to **us** by **you** from any of **your Account(s)**. Fees and charges will in the first instance be deducted from **your** personal bank account.

2.19.3 Other taxes or costs may apply to **you** that **we** do not charge and/or are not paid through **us**.

2.20 Joint **Account**

2.20.1 A joint **Account** is where two or more people hold the same **Account**. If **you** have a joint **Account** with **us**, **our Agreement** is with all the **Account** holders and **your** responsibility under these **Terms** is joint and several. This means that **you** and any joint **Account** holder(s) are liable together, but also individually for all money due.

2.20.2 Any joint **Account** holder can use the **Account**. For example, one joint **Account** holder could make payments using **Digital Banking** or close the **Account** without the other joint **Account** holder's permission.

2.20.3 If **we** become aware that there is a dispute between the joint **Account** holders, **we** may suspend **your Account** or stop acting on **your** requests until the disagreement has ended.

2.20.4 **We** will normally send information about the joint **Account** to the contact information of the first named person on the **Account** unless the law requires **us** to send the information to all the joint **Account** holders. **You** can ask **us** to change the person who receives the information.

2.20.5 If one of the joint **Account** holders dies, the other joint **Account** holders will be able to continue to use the **Account**. **We** can transfer the **Account** to the name of the other **Account** holder(s) if **you** provide **us** with a certified copy of a death certificate.

2.21 Death or incapacity

2.21.1 If **we** become aware that **you** have died or become incapacitated, **we** may:

(a) close **your Account** and terminate this **Agreement** on notice with immediate effect; or

(b) suspend **your Account** until **your** properly appointed personal representative(s) or attorney instructs **us**.

2.21.2 If **we** become aware of **your** death, **we** will ask for a certified copy of **your** death certificate.

2.21.3 Where **we** become aware that **you** have become incapacitated, **we** will ask **you** for evidence that **your** attorney has authority to provide instructions to **us** regarding **your Account**.

2.22 How **you** can complain

2.22.1 If **you** have a complaint in respect of **our** services, **you** can contact **our** customer services team at clienthelp@ifastgb.com.

2.22.2 If **you** are not satisfied with how **we** have dealt with **your** complaint, **you** may be able to complain to the **UK** Financial Ombudsman Service, which is an independent organisation set up to help settle disputes between financial institutions and their customers.

2.22.3 **You** may contact the Financial Ombudsman Service by:

(a) post at Financial Ombudsman Service, Exchange Tower, London E14 9SR;

(b) telephone at 0800 023 4567, 0300 123 9123 or +44 20 7964 0500 (if calling from abroad);

(c) email to complaint.info@financial-ombudsman.org.uk; or

(d) visiting their website at www.financial-ombudsman.org.uk.

2.22.4 **You** may also be able to complain to the **FCA**.

2.22.5 We reserve the right to fully investigate any claim for reimbursement that you bring forward. This may involve reviewing transaction histories, communication records, and any other relevant documentation. You agree to assist in this investigation as necessary.

2.22.6 We reserve the right to seek all legal avenues available if a false claim is brought forward. This includes, but is not limited to, pursuing legal action for fraud, misrepresentation, or any other applicable legal claim.

2.23 How the **FSCS** protects **your** money

2.23.1 **We** are covered by the **FSCS**, the **UK**'s deposit guarantee scheme. The **FSCS** can pay compensation to eligible depositors if a financial institution is unable to meet its financial obligations, up to a total of £120,000.

2.23.2 The '**FSCS** Information Sheet' contains more information on the FSCS and eligible depositor protection and is available on **Digital Banking** and **our** website (www.ifastgb.com). **You** can also ask **us** for a copy of the '**FSCS** Information Sheet' in paper.

2.23.3 For more information on the scope of **FSCS** protection (including the current limits, amounts covered and eligibility to claim). **you** can also visit the **FSCS** website www.fscs.org.uk or call the **FSCS** on 020 7741 4100 or 0800 678 1100.

2.24 Language

We will only write to **you** and communicate with **you** in English. However, certain information on our website or app may be available in other languages. In the event of any conflict or inconsistency between the English version and any translated version, the English version shall prevail.

2.25 Enforcing the **Agreement**

We may choose not to enforce **our** rights under the **Agreement**. If **we** choose not to enforce the **Agreement** or delay enforcing it, this will not affect **our** rights under the **Agreement**, and **we** may choose to enforce later.

2.26 The law and courts that apply to **our** agreement

English law governs the **Agreement** and the relationship between **you** and **us** (including non- contractual claims or disputes). If **you** bring a claim against **us** in the courts, **you** must use the courts of England and Wales.

3. Your personal bank account

3.1 What services **we** provide

3.1.1 A personal bank account that can hold all the following currencies – British Pounds, Hong Kong Dollars, US Dollars, Euro, Singapore Dollars, Chinese Yuan, Japanese Yen, Swiss Franc, United Arab Emirates Dirham, Canadian Dollar and Australian Dollar.

3.1.2 **You** can only access and operate **your** personal bank account via **Digital Banking**, which includes the **App, Debit Card** and **Online Banking**. This means that **you** will only be able to make and, other than via Debit Card, receive payments from **your** personal bank account using **Digital Banking**

and will not have access to any physical branches or telephone banking facilities. Further information about **Digital Banking** is in Term 5.

3.1.3 We provide you with a Debit Card for making payments and cash withdrawals at ATMs.

3.1.4 The personal bank account **we** offer does not:

(a) provide credit cards;

(b) provide arranged or unarranged overdrafts; or

(c) provide **you** with the ability to write or cash cheques.

3.2 Transferring money between **your** personal bank account and **your iFAST Cash Account**

You can transfer money between **your** personal bank account and **your iFAST Cash Account** but **you** must first give **us** consent to link **your** personal bank account and **your iFAST Cash Account**. Please check **Digital Banking** for more information.

3.3 Receiving money into **your** personal bank account

3.3.1 **You** can receive money into **your** personal bank account by:

(a) **Faster Payments**, **CHAPS, Bacs**, and **SWIFT and SEPA**; and

(b) transferring money from **your iFAST Cash Account**, as explained in Term 3.2.

3.3.2 **You** can only receive money into **your** personal bank account in the currencies that **we** cover (British Pounds, Hong Kong Dollars, US Dollars, Euro, Singapore Dollars, Chinese Yuan, Japanese Yen, Swiss Franc,United Arab Emirates Dirham, Canadian Dollar and Australian Dollar). If someone sends **you** money in another currency, **we** may return the payment to that person.

3.3.3 **We** do not charge **you** for receiving money into **your** personal bank account. However, the sender's financial institution may charge a fee for processing the payment and they may deduct this from the total amount **you** receive. This means that **you** could receive less money than the sender sent.

3.3.4 When the money is available for use and for counting interest

(a) If **you** receive money into **your** personal bank account, you will be able to use it as soon as it is credited as available balance.

If the money is received and credited before 12pm (UK time), it will count towards working out interest from that day, including funds received from another **Account** held with **us** or from an **iFAST Cash Account**. If the money is received and credited at or after 12pm, it will be available for use immediately, and interest calculation will start from the next day.

Interest is calculated by reference to the available balance at the end of each Business Day. Any funds withdrawn or transferred out before the end of that Business Day will not be included in the balance used to calculate interest for that day.

(b) In all other situations, when **you** will be able to use the money and when it will count for working out interest will depend on the time **we** receive and credit the money.

3.3.5 You may receive incoming payments via **Direct Credit**, subject to the rules applicable to the relevant scheme. If your account is unable to accept incoming credit on the value date of the payment, the Direct Credit payment will be automatically rejected and returned to the merchant / payer.

3.3.6 You may receive a **Direct Credit** one business day earlier than the scheduled payment date by opting into the **Early Salary Credit** feature via the App or Online Banking. However, we reserve the right to recover any advanced amount if the payment from the payer does not arrive for any reason.

3.3.7 If you change your mind and wish to opt out of the **Early Salary Credit** feature, you may do so at any time via our App, Online Banking, or by contacting our customer service team.

3.3.8 Additional security checks

We may need to carry out additional security checks when **you** receive a payment. If **we** conduct additional checks on payments, this may increase the time it takes for the money to reach **you**. **We** will not allow for the payment to reach you until **we** have completed these checks.

3.4 Paying money out of **your** personal bank account

3.4.1 **You** can only make payments out of **your** personal bank account by using the payment tools in **Digital Banking** (not via secure messaging). **You** cannot make payments from **your** personal bank account by telephone.

3.4.2 **You** can make a payment using **CHAPS** if **you** are sending money in British Pounds to someone who has an account in the **UK**. **You** must provide **us** with the bank identifier code (BIC), sort code, name of the person **you** are sending money to, their account number and the amount **you** wish to send.

3.4.3 **You** can make a payment using **SWIFT** and/or **EzRemit** if **you** are sending money to someone who has an account outside the **UK** or if **you** are sending money in a currency other than British Pounds to someone who has an account in the **UK**. **You** must provide **us** with the name and address of the person **you** are sending money to, the name of the financial institution that **you** are sending the money to, the **SWIFT** code or bank identifier code (BIC), the person's International Bank Account Number (IBAN) and the amount and currency **you** wish to send. **We** may also ask **you** for additional information, depending on the country **you** are sending the money to.

3.4.4 **You** can make a payment via **EzWallet** to fund **your** e-wallets operated by third party providers which **we** collaborate with in various countries. Such payments may be subject to payment limits imposed by the e-wallets providers. **You** must provide us with the name, the contact number the nationality, the relationship with you and the e-wallet details of the person you are sending money to. **We** may also ask **you** for additional information, depending on the country **you** are sending the money to. For more information on EzWallet, please refer to the FAQs at www.ifastgb.com.

3.4.5 **You** can make a payment using SEPA, via SEPA Credit Transfer (SCT) and/or SEPA Instant Credit Transfer (SCT Inst) if you are sending money in Euro to someone who has an account in the UK or other SEPA-supported countries/regions. **You** must provide **us** with the name of the person **you** are sending money to, the person's address and International Bank Account Number (IBAN), the bank identifier code (BIC) and the amount **you** wish to send.

3.4.6 **You** can make a payment from **your** personal bank account to **your iFAST Cash Account** if **you** have provided **us** with consent to link **your** personal bank account and **your iFAST Cash Account**. **Digital Banking** has more information on how **you** can link **your iFAST Cash Account**.

3.4.7 **You** can make a payment using your Debit Card to make purchases at merchants or online. Additionally, you may make a payment **via Worldwide Scan & Pay** at merchants physically located in its supported countries or regions.

3.4.8 A Direct Debit may only be collected where **you** have provided a valid Direct Debit Instruction ("DDI") to the merchant or service provider. **You** are responsible for ensuring that all information provided in the DDI is complete and accurate.

3.4.9 **You** may submit a DDI with your merchant or service provider either electronically through the Automated Direct Debit Instruction Service (AUDDIS) or by paper Direct Debit forms.

3.4.10 All DDIs submitted though the Automated Direct Debit Instructions Services (AUDDIS) channel is automatically processed and do not require **your** approval. **You** will be notified when a DDI is assigned to **your** account. **You** may cancel the DDI at any time through **our** App, Online Banking, or by contacting **our** customer service team.

3.4.11 DDIs submitted to **us** in paper form must be approved electronically through our online banking channel within 10 days of receipt. If **you** do not provide an approval decision within this timeframe, the DDI will be automatically rejected, and no Direct Debit collections will be permitted under that instruction.

3.4.12 If **we** can't make **a Direct Debit** because there isn't enough money in **your iFAST Cash Account**, **we**'ll remind **you** to top up **your** account before **2:00 p.m. (UK Time)** 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.

3.4.13 If a Direct Debit is taken from **your account** in error or without **your authorisation**, you are protected under the **Direct Debit Guarantee Scheme**. This guarantee entitles you to a full and immediate refund of the incorrect payment. **You** may request a refund through the App, Online Banking, or by contacting the customer service team. In certain cases, you may be required to provide evidence to support your claim. If your refund claim is not successful or is found to be invalid, we reserve the right to automatically recover the payment from **your** account.

3.4.14 **You** can change or cancel a direct debit at any time. **You** should also tell the organisation or company that collects the payment so they can cancel or change it (and any future dated payments) as well. If the cancellation occurs after payment has been collected, you may raise a claim via the App or Online Banking to request for a refund.

3.4.15 If a DDI remains inactive and no Direct Debit payment has been collected for a consecutive period of 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.

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

(a) The original cancellation was initiated by **you** and not by the service provider or merchant; and

(b) The reactivation request is made within 60 calendar days from the date of cancellation.

3.4.17 Cut-off times

(a) **Our** cut-off time for all payments is 3pm (**UK** time) on a **Business Day**. This is the latest time **we** process payments instructions. If **you** send a payment request after 1 or on a day that is not a **Business Day**, **we** will treat **your** payment request as received on the next **Business Day**. **We** only make payments on **Business Days**. Payments may take 5 business days to process.

3.4.18 Additional security checks

We may need to carry out additional security checks when **you** request a payment. If **we** conduct additional checks on payments, this may increase the time it takes for the money to reach the recipient. **We** will not make the payment until **we** have completed these checks.

As part of our security checks, for payments made in GBP within the UK, we reserve the right to initiate Test Payments at our discretion. This measure is implemented to ensure the security and integrity of all transactions processed through your account. During this process, we will require that you send a small part of the full payment to the recipient. This will then enter you into a cooling-off period wherein you will be able to verify the authenticity of the payee and consider whether this may be a scam. Once you confirm this payment verification, you will be able to proceed with releasing the full payment.

It is important that you exercise caution, responsibility, and due diligence before releasing both the smaller Test Payment and the remaining amount.

You should ensure that releasing the payment will not result in foreseeable harm or loss to you. The payment may be delayed or rejected in accordance with Clause 2.16.2.

For your further security, payments are subject to daily payment limits that may be adjusted based on your account and transactional behaviour.

3.4.19 Fees and charges on making payments

(a) **We** charge fees for making certain payments, which are set out in the **Fee Information Document**. **You** can download the **Fee Information Document** from **Digital Banking**.

(b) In addition, international payments may pass through one or more financial institutions on its way to the recipient's account, who may apply their own charges before the money reaches the recipient. This could mean that the money the recipient receives is less than the amount **you** have sent.

3.4.20 Cancelling and changing payments

(a) **You** cannot generally cancel or change payments that **you** make. If **you** ask **us** to cancel or change a payment, **we** will try **our** best to do so. We will charge **you** a fee of £25 for each payment **we** successfully cancel.

3.5 Refunds of payments

3.5.1 Where a payment is returned or refunded, the currency and method of refund will depend on the original payment channel used:

(a) Refunds for payments made through EzRemit will be credited in the same currency originally sent prior to any conversion. The refunded amount will be based on **our** prevailing exchange rates on the date the returned funds are received.

(b) Refunds for payments made via SWIFT or other telegraphic transfer methods will be credited in the converted currency applied at the time of the original payment.

(c) Refunds for SEPA payments will be credited in the same currency in which the original payment was sent. No foreign exchange or transaction fees will apply.

3.5.2 If the refund currency is no longer supported or is unavailable, **we** may, at our sole discretion, process the refund in either the original currency sent or the converted currency, using the prevailing exchange rates on the date the refund is processed.

3.5.3 The refunded amount may differ from the original payment due to changes in exchange rates, conversion differences, or fees charged by intermediary or correspondent banks involved in the process.

3.6 Foreign Exchange

3.6.1 **We** will not convert money **we** receive into **your** personal bank account into a different currency if the money is in a currency that **we** cover. For example, if **you** receive US Dollars, it will remain in US Dollars in **your** personal bank account unless **you** convert it to a different currency that **we** cover.

3.6.2 **You** can convert the money in **your** personal bank account to another currency that **we** cover. For example, if **you** have Hong Kong Dollars in **your** personal bank account, **you** can convert it to Singapore Dollars.

3.6.3 The exchange rates available in Digital Banking are iFAST exchange rates used for foreign exchange transactions. These rates may differ from publicly available interbank or market reference rates. The difference (commonly known as the "spread") forms part of **our** FX pricing and may include a margin to reflect market conditions, liquidity and the costs of providing the service. Note that **we** can change these exchange rates at any time without giving you notice.

3.6.4 Before **you** convert money, Digital Banking will usually show you an indicative iFAST exchange rate. The final exchange rate will be determined when the transaction is executed. Because exchange rates can change between the time the indicative rate is shown and the time the transaction is processed, the final exchange rate may differ from the indicative exchange rate shown earlier. This means **you** may receive slightly more or less than the amount previously indicated.

3.6.5 In other situations, such as card purchases requiring real-time currency conversion, it may not be possible to show you an indicative exchange rate before the transaction is completed. In these cases, **you** will be able to view the actual exchange rate used in Digital Banking after the transaction has been processed.

3.6.6 However, in the event that there is not enough balance in **your** chosen currency when making a payment, we may automatically try the next available currency in your account that has sufficient funds to cover the payment. Please refer to **our** website's FAQ section for updated information.

3.7 Information **we** will provide **you** with

3.7.1 Unless **you** have chosen differently, **we** will provide **you** with monthly PDF statements on **your** personal bank account through **Digital Banking**. Please review **your** statements regularly and let **us** know as soon as possible if **you** think there are any unusual or incorrect payments on **your** personal bank account.

3.8 What happens if something goes wrong

3.8.1 If **we** make a mistake on a payment

(a) Please let **us** know as soon as possible and within 13 months of the payment date if **we** make a mistake in making a payment. For example, if **we** do not make a payment **you** asked **us** to or send the wrong amount of money.

(b) Subject to (c) and (d) below, if **we** make a mistake:

(i) **we** will usually refund the money to **you** and pay **you** any interest that **we** should have paid so **you** are back in the position **you** would have been in if **we** had made the payment correctly; and

(ii) if **we** are late in making a payment to a financial institution in the **UK** or the **EEA**, **you** can ask **us** to contact the financial institution to make up any interest the recipient has lost.

(c) **We** will not refund **you** or be responsible to **you** if:

(i) **we** can prove that recipient's financial institution received the payment; or

(ii) **you** inform **us** of the mistake more than 13 months after the payment date; or

(iii) You are found grossly negligent or participated in first party fraud in relation to the payment.

(d) **We** can take back refunds **we** have made to **you** if **we** prove that the recipient's financial institution received the payment. **We** will give **you** reasonable notice before **we** do so.

3.8.2 If **you** give **us** incorrect account details

(a) It is important that **you** give **us** correct account details to make a payment. **You** are responsible if **you** give **us** wrong instructions or if **you** tell **us** to make the same payment more than once.

(b) **We** will do all **we** can to try to help **you** get the money back, but this is not always possible. **We** will charge **you** a fee of £25 if **we** are successful in getting **your** payment back.

(c) If **we** are not able to get the money back, **you** can write to **us** by email to ask **us** to give **you** all the information the financial institution that received the payment has given **us**.

3.8.3 If a fraudster tricks **you**

(a) Fraudsters may try to trick **you** into sending money into a wrong account or sending money for a reason that **you** thought was legitimate but was fraudulent. If a fraudster tricks **you** into sending money to a different account or for a fraudulent reason, please let **us** know as soon as possible.

(b) **you** must file a claim with us as soon as you become aware of the fraudulent transaction. This claim should include all relevant details and any supporting documentation **you** may have.

(c) **you** must be honest and transparent in all communications and in the information, you provide to us. Providing false, misleading, or incomplete information, or engaging in any form of deliberate dishonesty that obstructs our investigation, may result in legal action against **you**. This includes potential liability for any financial or reputational losses **we** incur as a result of a false claim.

(d) Where possible, **you** are required to provide a police report in connection with any Authorised Push Payment (APP) fraud claim you bring forward for reimbursement. This report is a crucial part of our investigation process and may be required to validate your claim.

(e) Upon receiving your claim, we will conduct a thorough investigation into the fraudulent transaction. This investigation may include reviewing transaction histories, communication records, and any other relevant documentation.

(f) After our investigation is complete, **we** will decide whether to reimburse the funds lost due to the fraudulent activity. **We** will notify you of our decision and any further steps that may be required. Please note that reimbursement is not guaranteed and will depend on the findings of our investigation.

3.8.4 If someone has made a payment from **your** personal bank account without **your** permission

(a) If **you** think someone has made a payment from **your** personal bank account without **your** permission, including payments made by a **Third-Party Provider**, **you** must tell **us** as soon as possible and within 13 months of the payment date.

(b) Whether or not **you** are entitled to a refund depends on the circumstances, as explained in the table below:

What has happened?	**Will we refund you?**
You have acted fraudulently. *For example, if **you** lie about not giving permission to a payment so **you** can get money refunded to **you**.*	No, **we** will not refund **you** in any circumstances.
If **you** have not been fraudulent but **you** have not complied with **your** obligations under these **Terms** intentionally or with gross negligence.	**We** will only refund **you** for payments made after the date on which **you** have informed **us** that **you** are concerned about the security of **your** personal bank account or **your Device**.

*This would include, for example, knowingly giving **your Security Information** to others or not putting a security code or password on **your Device**.*	
If **you** have not been fraudulent nor grossly negligent and **you** have made a payment to buy goods or services online (other than payments made for gambling, lottery or financial services)	**We** will refund **you**.
If **you** have not been fraudulent and **we** did not provide **you** with a way to notify **us** of **your** concern regarding the security of **your** personal bank account or **Device**.	**We** will refund **you**.
If **you** have not been fraudulent and **we** did not check that **you** authorised the payment in the way **we** are legally required to.	**We** will refund **you**.
In any other situation where someone takes a payment from **your** personal bank account without **your** permission.	**We** will refund you, but we may ask you to pay up to £35 where **we** felt **you** should have known that **your Device** had been lost, stolen or misappropriated
If you have not acted fraudulently or been grossly negligent in safeguarding your Debit ard, PIN, or OTP used for Digital Wallet, and your Debit Card has been used for unauthorized payments	**We will refund you** This is subject to you reporting the unauthorized transaction without undue delay, and no later than 13 months from the transaction date. You may be liable for up to £35 for unauthorized transactions occurring before you report your card lost or stolen

(c) Where **we** must refund **you**, **we** will usually refund **you** by the end of the **Business Day** after **you** have told **us** about the unauthorised payment. This includes refunding the payment amount, refunding any charges and interest **you** have paid, and paying **you** any interest

that **we** would have paid **you**. However, it may take **us** longer than a **Business Day** to refund **you** if **we** reasonably suspect fraud.

3.8.5 If someone pays money into **your Account** by mistake or fraud

(a) If another financial institution informs **us** that someone has made a payment into **your Account** by mistake or fraud, **we** can return the same amount or put a hold on the money so **you** cannot use it. **We** do not have to tell **you** before **we** do this although **we** will let **you** know what has happened.

(b) If **we** do not return the money which the payer's financial institution believes has been paid into **your Account** by mistake or fraud, **we** may be required to provide the financial institution with information about **you**, **your Account** and the payment so they can seek to recover the money.

3.9 Interest

The interest rate applicable to **your** personal bank account is published on our 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** favour. Any such rates will be published on our website at the earliest opportunity from making the change.

3.10 Using a **Third-Party Provider**

3.10.1 **We** will allow **you** to use a **Third-Party Provider** on **your** personal bank account if they follow the regulations that apply and are authorised by the **FCA**. This **Agreement** between **us** will still apply if **you** use a **Third-Party Provider**.

3.10.2 **You** should check the information the **Third-Party Provider** gives **you** carefully to make sure they are authorised. If **you** notice a problem while using a **Third-Party Provider**, please contact **us** as soon as possible.

3.10.3 Making payments using a **Third-Party Provider**

(a) If **you** ask a **Third-Party Provider** to make a payment from **your** personal bank account, **we** will treat it as if it is a request from **you**. This means that **you** will be responsible for any payments made as a result.

(b) Once a **Third-Party Provider** has initiated a payment, **you** cannot normally cancel it. **You** can cancel certain future payments.

(c) **We** will not be responsible to **you** if **you** have asked a **Third-Party Provider** to make payments from **your** personal bank account and they do not do this.

3.10.4 **Third-Party Provider's** access to **your** personal bank account

(a) If **you** agree to a **Third-Party Provider** having access to information about **your** personal bank account, **we** will assume that **you** agree

to access being granted to that **Third-Party Provider** as often as they request it.

(b) **We** may stop a **Third-Party Provider** from having access to **your** personal bank account if **we** are concerned that a **Third-Party Provider** is acting fraudulently or without **your** permission. **We** will tell **you** about this unless it is unlawful, or it would compromise **our** security measures.

(c) **We** may require **Third-Party Providers** to access **your** personal bank account in a particular way. If **we** do this, **we** may stop them dealing with **your** personal bank account in any other way.

(d) If **you** no longer want a **Third-Party Provider** to have access **your** personal bank account, **you** should contact them directly.

4. Keeping **your Account** secure

4.1 **You** must do all **you** can to keep **your Account** secure and this includes following any instructions **we** give **you** in connection with the security of **your Account**. In particular, **you** should:

4.1.1 Keep **your Device** safe.

4.1.2 Keep **your** Security Information secure and confidential and do everything **you** can to prevent anyone from finding out **your Security Information**.

4.1.3 Do regular virus checks on the **Devices you** use for **Digital Banking**.

4.1.4 Change **your Security Information** if **you** suspect someone else knows them and tell **us** this as soon as possible.

4.1.5 Take care when **you** transfer a **Device** to someone else – for example, if **you** sell **your** smart phone or send it for repair.

4.2 **You** should not:

4.2.1 Let anyone else use **your Device**.

4.2.2 Tell anyone (other than a **Third-Party Provider you** have authorised) **your** Security Information.

4.2.3 Let anyone else access **your Account** or the information about it.

4.2.4 Use **Security Information** that is easy to guess such as **your** date of birth, name or address.

4.2.5 Stay logged into a **Device** that is not in **your** full control or possession.

4.2.6 Write **your Security Information** down in a way that others would easily understand.

4.3 If **we** contact **you** for any reason, **we** will never ask **you** for **your** full **Security Information** or to transfer money into any new accounts. If someone does this, please hang up and reach out to **us** immediately.

5. Digital Banking

5.1 **Our** provision of **Digital Banking**

5.1.1 Where **we** provide **you** with **Digital Banking**, **we** will grant **you** a non-exclusive, non-transferable, royalty-free license to use **Digital Banking** and software embedded in it to open and manage **your Account**. This license will terminate immediately when **you** close **your Account**.

5.1.2 **We** provide **Digital Banking** to **you** "as is" and it is **your** responsibility to use it appropriately.

5.1.3 **We** will use reasonable skill and care to ensure that **Digital Banking** is safe and secure and does not contain viruses or other damaging property, for example by incorporating security features into it. However, **we** cannot guarantee that this will be the case or that no damage will occur to **your** data, software, computer, mobile device or other digital content.

5.1.4 **We** will take reasonable care to ensure that any information **we** provide **you** through **Digital Banking** is an accurate reflection of the information **we** hold. However, there may be situations where this is not the case, including, for example, if **we** are conducting maintenance on **Digital Banking**. **We** will try to inform **you** of any planned maintenance as early as possible, and how it may impact **your Account**.

5.2 Using **Digital Banking**

5.2.1 To use the **App**, **you** must download and install the **App** on **your Device** from an app store that **we** recognise as safe, such as Google Play, Apple App Store or App Gallery. When **you** download the **App**, **you** will have to provide **us** with certain **Security Information**.

5.2.2 **You** can use **Online Banking** by logging into the online portal at www.ifastgb.com.

5.2.3 Where **you** use **Digital Banking** to send a payment request, **we** will assume that **you** have given **us** permission to make the payment. Where the payment has been authenticated successfully using **your Security Information**, **we** will assume that **you** have done this.

5.3 Updates and availability

5.3.1 **We** may update **Digital Banking** from time to time, including, for example, to introduce new features or to update the **App**.

5.3.2 Depending on the update, **you** may have to update **your** browser or software or download the latest version of the **App** before being able to use **Digital Banking**. If **you** do not update as needed, certain features of

Digital Banking may not work as intended and **we** will not be responsible if this causes problems for **you**.

5.3.3 **Digital Banking** will be available 24/7 unless:

(a) **we** are making changes to **our** systems or if **we** cannot provide the services for technical, security, legal or regulatory reasons or due to unusual events or circumstances beyond **our** reasonable control (for example, if a service provider stops providing services for any reason); or

(b) **your** mobile network, **Device** or internet connection fails.

5.3.4 Where **we** are updating **Digital Banking** or making changes to **our** system that affect the availability of **Digital Banking**, **we** will let **you** know about this and how long **Digital Banking** will be unavailable.

5.3.5 Sometimes, **we** may need to do unplanned maintenance on **Digital Banking** which may affect the availability of **Digital Banking**. If that is the case, **we** will try to let **you** know as soon as possible.

5.4 Things **you** must not do

You must not use **Digital Banking** for anything other than accessing and managing **your Account**. In particular, **you** must not:

5.4.1 use **Digital Banking** for anything illegal, fraudulent or inconsistent with **our Agreement**;

5.4.2 use **Digital Banking** on anyone else's **Device**;

5.4.3 copy, modify, alter or adapt any part of **Digital Banking**;

5.4.4 Use **Digital Banking for business purposes**;

5.4.5 use **Digital Banking** on a **Device** which contains or is vulnerable to viruses or other damaging properties or which does not have up-to-date anti-virus, anti-spyware software, firewall and security patches installed on it;

5.4.6 use **Digital Banking** in a way that could damage or affect **our** systems or security or interfere with other users, or restrict or inhibit anyone else's use of it;

5.4.7 collect data from **us** or **our** systems or attempt to decipher any transmissions to or from the servers running any of the functions provided by **our** services; or

5.4.8 upload any content which is or may be violent, threatening, liable to incite racial hatred, in breach of confidence or privacy, unlawful, discriminatory, abusive, defamatory, pornographic, obscene, indecent, profane or which may cause annoyance or inconvenience to any other user or person.

6. Additional product terms

6.1 Personal fixed term deposit account

6.1.1 If **you** have a personal bank account, **you** can apply to open a personal fixed term deposit account through **Digital Banking**. A personal fixed term deposit account is an account that provides a fixed rate of interest for a fixed period and does not permit withdrawals during this time.

6.1.2 **Your** personal fixed term deposit account is linked to **your** personal bank account. This means that if **you** or **we** close **your** personal bank account for any reason, **your** personal fixed term deposit account will also close.

6.1.3 The **Personal Fixed Term Deposit Information Sheet** and **Digital Banking** provides more information, including the term of the personal fixed term deposit account, the rate of interest and any fees or penalties **you** may incur for closing the personal fixed term deposit account early.

6.2 Personal notice deposit account

6.2.1 If **you** have a personal bank account, **you** can apply to open a personal notice deposit account through **Digital Banking**. A personal notice deposit account is an account that requires **you** to provide **us** with a specific period of notice before **you** can withdraw money from it.

6.2.2 **Your** personal notice deposit account is linked to **your** personal bank account. As such, if **you** or **we** close **your** personal bank account for any reason, **your** personal notice deposit account will also close.

6.2.3 The **Personal Notice Deposit Information Sheet** and **Digital Banking** provides more information, including the amount of notice **you** will have to give **us** to withdraw **your** money, the rate of interest and any fees or penalties **you** may incur for not giving enough notice to close the personal notice account.

6.3 Flexible Cash ISA

6.3.1 This section is governed by the Individual Savings Account Regulations 1998 (as amended) (the "ISA Regulations")

6.3.2 Eligibility

(a) To open a Flexible Cash ISA you must meet the following criteria:

(i) Be aged 18 or over;

(ii) Be a UK resident for tax purposes;

(iii) Have a Personal Bank Account with us

(b) You are responsible for ensuring your continued eligibility for a Flexible Cash ISA under applicable HMRC regulations.

(c) All investments and funds held within your Flexible Cash ISA will, and must remain, in your beneficial ownership and must not be used as security for a loan.

6.3.3 Subscriptions

(a) The minimum deposit amount is £0. The maximum Annual Allowance is determined by the UK government for each Tax Year and may change. Contributions exceeding this limit will not be accepted.

(b) Subscriptions must be made in cash via bank transfer.

(c) This Flexible Cash ISA allows withdrawals and replacement of funds within the same Tax Year without affecting your Annual Allowance, subject to HMRC rules.

6.3.4 Interest

(a) Interest is calculated daily and paid monthly.

(b) The applicable interest rate is detailed in your account confirmation and via our app and may be subject to change in accordance with CL 3.8.

(c) All interest earned within a Cash ISA is Tax-Free under current UK tax legislation.

6.3.5 Withdrawals and Transfers

(a) You may withdraw funds from your Flexible Cash ISA at any time without penalty.

(b) Funds withdrawn can be replaced in the same tax year without affecting your Annual Allowance, provided replacement funds do not exceed the withdrawn amount. For instance, if the maximum allowance is £20,000 and you deposit the full amount, you may withdraw up to £20,000 and redeposit it later within the same tax year.

(c) If you withdraw the amount from your Cash ISA and place it into your Personal Bank Account, the funds will become taxable.

(d) On your written instruction, and within any time period you stipulate, we will transfer your ISA or part of it (where partial transfers are permitted) to another ISA Manager in accordance with the ISA Regulations.

(e) On your written instruction, and within any time period you stipulate, we will transfer or pay to you all or part of your ISA funds (where partial withdrawals are permitted) in accordance with the ISA Regulations. Cash ISA transfers out will be completed within no more than five (5) working days.

(f) You may also transfer funds held in a cash ISA with another provider into your Flexible Cash ISA. We only accept transfers in cash. If you hold a stocks and shares ISA, it must first be converted into cash before it can be transferred.

(g) You may choose to transfer all or part of your existing cash ISA into your Flexible Cash ISA. There is no minimum transfer amount. However, any contributions made in the current tax year must be transferred in full.

(h) All interest accrued in your ISA shall be retained and will not be lost as a result of this transfer.

(i) To request a transfer, you must hold or open a Flexible Cash ISA with us.

(j) You may cancel a transfer request. However, where processing of the transfer has taken place, cancellation may not be possible.

6.3.6 Account Closure

(a) You may close your Flexible Cash ISA at any time by contacting us in line with CL 2.12.

(b) We reserve the right to close your account if:

(i) You breach these terms;

(ii) You are no longer eligible for a Flexible Cash ISA; or

(iii) We are instructed to do so by HMRC

(iv) We will notify you if, by reason of any failure to satisfy the provisions of the ISA Regulations, your Flexible Cash ISA has, or will, become void.

6.3.7 Delegation

(a) Where we delegate any of our functions or responsibilities as ISA Manager, we will take reasonable steps to satisfy ourselves that the delegate is competent to carry out those functions or responsibilities.

6.4. Fixed Rate Cash ISA

6.4.1 This section is governed by the Individual Savings Account Regulations 1998 (as amended) (the “ISA Regulations”).

6.4.2 Eligibility

(a) To open a Fixed Cash ISA you must meet the following criteria:

(i) Be aged 18 or over;

(ii) Be a UK resident for tax purposes;

(iii) Have a Personal Bank Account with us

(b) You are responsible for ensuring your continued eligibility for a Fixed Cash ISA under applicable HMRC regulations.

(c) All investments and funds held within your Fixed Cash ISA will, and must remain, in your beneficial ownership and must not be used as security for a loan.

6.4.3 Subscription

(a) The minimum deposit amount is £1. The maximum Annual Allowance is determined by the UK government for each Tax Year and may change. Contributions exceeding this limit will not be accepted.

(b) Subscriptions must be made in cash via bank transfer.

(c) You may hold multiple Fixed Rate Cash ISA, subject to product availability and in accordance with HRMC regulations.

(d) Each Fixed Rate Cash ISA is a single-deposit account. Once your account is opened and funded, no additional deposits may be made into that account. If you wish to deposit further funds, you may open another Fixed Rate Cash ISA, subject to availability and HRMC regulations.

6.4.4 Interest

(a) Interest is calculated daily and paid at maturity.

(b) The applicable interest rate will be confirmed at the time your Fixed Rate Cash ISA is opened and will remain fixed for the agreed term.

(c) Upon maturity, your deposit together with any interest earned will be transferred into your Flexible Cash ISA. We will contact you before your term ends to notify you.

(d) All interest earned within a Cash ISA is Tax-Free under current UK tax legislation.

6.4.5 Withdrawals, Transfers and Cancellation

(a) On your written instruction, and within any time period you stipulate, we will transfer your ISA or part of it (where partial transfers are permitted) to another ISA Manager in accordance with the ISA Regulations.

(b) On your written instruction, and within any time period you stipulate, we will transfer or pay to you all or part of your ISA funds (where partial withdrawals are permitted) in accordance with the ISA Regulations. Cash ISA transfers out will be completed within no more than five (5) working days.

(c) Your Fixed Rate Cash ISA is intended to be held until maturity.

(d) If you need access to your funds before maturity, you may close your Fixed Rate Cash ISA and either transfer your funds to your Flexible Cash ISA or transfer your Fixed Rate Cash ISA to another provider. In either case, your Fixed Rate Cash ISA will be closed, and you may lose some or all of the interest that would have been payable.

(e) You may cancel your Fixed Rate Cash ISA within 14 days from the date it is opened. If you do so, your account will be closed, and your funds will be returned to your Flexible Cash ISA without penalty. No interest will be paid in respect of the period during which the Fixed Rate Cash ISA was opened.

(f) If you wish to transfer an ISA from another provider into a Fixed Rate Cash ISA, you must first transfer the funds into your Flexible Cash ISA, from which the Fixed Rate Cash ISA can be funded. Any ISA subscriptions made in the current Tax Year must be transferred in full.

(g) You may also transfer your Fixed Rate Cash ISA to another provider at any time. If you do so before maturity, your account will be closed and you may lose some or all accrued interest.

6.4.6 Account Closure by us

(a) We reserve the right to close your account if:

(i) You breach these terms;

(ii) You are no longer eligible for a Fixed Rate Cash ISA; or

(iii) We are instructed to do so by HMRC

(b) We will notify you if, by reason of any failure to satisfy the provisions of the ISA Regulations, your Fixed Rate Cash ISA has, or will, become void.

6.4.7 Delegation

(a) Where we delegate any of our functions or responsibilities as ISA Manager, we will take reasonable steps to satisfy ourselves that the delegate is competent to carry out those functions or responsibilities.

6.5 Debit Card

6.5.1 Applying and Receiving Your Card

(a) When you open a Personal Bank Account with us, and are a UK resident, you will be eligible to apply for our Debit Card. By default, your card can be used at any merchant to make purchases in-store and online, unless we have applied restrictions. Additionally, you can

use your physical card to withdraw cash through ATMs showcasing the Visa logo.

(b) If you are not currently a UK resident but plan to move, work, or study in the UK in the future, you can provide proof of your intent, and we will assist you with the application process via our website or app, subject to service availability. Similarly, if you have recently relocated to the UK but have not yet updated your address in our records, we will direct you to do so to ensure your eligibility for a Debit Card.

(c) The issuance of a Debit Card and receiving its full functionality is subject to meeting all relevant criteria set by Visa and iFAST Global Bank, including but not limited to identity verification, address validation, and compliance with regulatory and operational requirements.

6.5.2 Supported Digital Wallet

(a) iFAST Global Bank supports Digital Wallet token provisioning for Google Pay and Apple Pay. You can add your Debit Card to Google Pay or Apple Pay and 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 card

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

(c) You must not share your OTP with anyone. If you do, we will not be able to refund any losses in accordance with clause 3.7.4(b) of these Terms and Conditions.

(d) If you add your Debit Card to a device, anyone with access to that device may be able to use your card. By sharing your OTP or allowing access to your device, you authorise any payments made through Google Pay or Apple Pay, and we will treat these as payments made with your consent.

(e) You can freeze your Debit Card instantly via the app if you suspect any security issues.

6.5.3 Visa Click to Pay

(a) 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.

(b) 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.

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

(d) 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.

(e) 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

6.5.4 Card Safety

(a) You are responsible for keeping your Debit Card details safe. This includes, but is not limited to:

(i) Memorizing the PIN and keeping it secret

(ii) Not disclosing the PIN to anyone

(iii) Opting for biometric authentication where available

(iv) Not disclosing your Digital Wallet OTP or other relevant sensitive details to anyone

(v) Notify us immediately if your card is lost or stolen, or if you suspect any unauthorised or fraudulent transaction.

(vi) If we know or suspect your card is at risk, we will contact you directly as outlined in 2.12.2(b). We will never ask for your card PIN or any other payment security code. If we call you, we will ask you to confirm your identity.

6.5.5 Suspending or Blocking Your Card

(a) We may suspend or block a card or Digital Wallet access for the following reasons:

(i) The security of the card or digital wallet

(ii) Suspected unauthorised or fraudulent use

(iii) Legal or regulatory obligations or court orders

(iv) 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.

6.5.6 Card Limits and Controls

(a) 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.

(b) 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.

(c) The default regulatory contactless limit does not apply when using your card through a Digital Wallet e.g. Google Pay and Apple Pay.

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

6.5.7 Chargebacks

(a) 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.

6.5.8 Refunds and Reversals

(a) If you make a purchase in a currency that **we do not offer**, we will convert the purchase amount into a currency we do offer using the exchange rate on the day you made the purchase.

(b) If you later receive a refund or reversal, the refund will be returned to us from the merchant in the same currency you originally used for the purchase. If we do not offer that currency in your account, we will convert the refund into a currency we do support using the exchange rate on the day it is processed.

(c) Because exchange rates change over time, the amount that is returned to your account may be higher or lower than the amount originally taken from your account. This difference is caused only by changes in exchange rates and is not a fee or adjustment applied by us.

(d) We are not responsible for any loss or gain caused by changes in exchange rates.

6.5.9 Our Liability

(a) In addition to any limitations of liability contained in the Agreement, we will not be liable for any loss or damage arising from:

(i) A merchant refusing to accept a card

(ii) Suspending or cancelling a card

(iii) Refusing to issue or replace a card

(iv) Not processing any payment transaction made using a card

(v) Any restrictions or limitations we may place on a card from time to time

(vi) Any successful transactions that exceed the contactless limit you have set

(vii) Losing or misplacing your card/mobile device

6.6 Worldwide Scan & Pay

6.6.1 Eligibility and Availability

(a) All Account holders are eligible for **Worldwide Scan & Pay**. By default, **Worldwide Scan & Pay** allows you to make purchases at participating merchants in all supported countries or regions, unless we apply restrictions.

(b) All payments are processed via the Alipay+ network or its affiliated national QR network, which may involve third-party service providers.

(c) The **Worldwide Scan & Pay** Service is solely intended for QR code payments to participating merchants supported by the Alipay+ network and its affiliated QR payment networks. The service does not support, and must not be used for, peer-to-peer transfers or payments to individuals.

(d) The acceptance and availability of the **Worldwide Scan & Pay** service are subject to applicable local regulatory approvals and the acceptance of participating merchants. For more information about the availability of Worldwide Scan & Pay, please check our website and the app.

(e) By enabling location services under the **Worldwide Scan & Pay** feature, you acknowledge and agree that this action constitutes your deemed consent to the collection, use, and sharing of your location data with the Bank. If you do not wish to share your location data, you may disable location services at any time, which may limit the functionality of this feature.

6.6.2 Payment Method

(a) **Worldwide Scan & Pay** supports both User Presented Mode and Merchant Presented Mode to facilitate your payments, subject to the availability of the merchant you are paying.

(b) “User Presented Mode” means a payment method under Worldwide Scan & Pay where you initiate a transaction by displaying your payment code (such as a QR code or barcode) on your device for the merchant to scan in order to complete the payment.

Under User Presented Mode, you generate or display a payment code through your mobile app, which the merchant scans using their point-of-sale system. Once the code is successfully scanned and the transaction is authorised, the payment amount will be deducted from your Account.

(c) "Merchant Presented Mode" means a payment method under Worldwide Scan & Pay where the merchant initiates the transaction by displaying a payment code (such as a QR code) for you to scan using your device in order to complete the payment.

Under Merchant Presented Mode, you use your mobile app to scan the merchant's displayed code, enter or confirm the payment amount where applicable, and authorise the transaction. Once successfully authorised, the payment will be deducted from your Account and transferred to the merchant.

6.6.3 Currency Conversion and Settlement

(a) All transactions made through the **Worldwide Scan & Pay** are processed on a cross-currency basis. Accordingly, payments will not be settled in the currency presented by the merchant, but will instead be converted and debited in the available currency of your Multi-Currency Current Account.

(b) By making a purchase through **Worldwide Scan & Pay**, you acknowledge and agree that the transaction amount will be converted using the applicable exchange rate at the time the transaction is processed. By authorising the payment, you are deemed to have accepted the exchange rate and the converted amount presented to you at the point of purchase.

6.6.4 Suspending or Blocking Your **Worldwide Scan & Pay**

(a) We may suspend or block your **Worldwide Scan & Pay** access for the following reasons:

(i) Suspected unauthorised or fraudulent use; or

(ii) Compliance with any legal or regulatory obligations or any court orders.

(b) 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.

6.6.5 Spending Limits and Controls

(a) We may apply spending limits to your **Worldwide Scan & Pay** function at our sole discretion.

(b) The default payment limit will apply to each user unless you set your own limit. We may amend any payment limit at any time, such as when QR 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.

6.6.6 Chargebacks

(a) We will monitor the nature and number of chargebacks requested in connection with purchases or transactions made using your

Worldwide Scan & Pay. 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.

6.6.7 Refunds and Reversals

(a) You may raise a refund request or dispute within 360 calendar days from the transaction date for any transactions made using **Worldwide Scan & Pay**. By submitting a dispute, you must provide supporting documentation, including but not limited to the transaction receipt, proof of delivery, merchant information, buyer information, and any other relevant supplementary documents, where applicable, as part of the dispute process.

(b) If you later receive a refund or dispute, the refund will be returned to us from the merchant in the same currency you originally used for the purchase.

(c) As exchange rates may fluctuate, the amount returned to your account may differ from the amount originally debited at the time of the transaction. This difference is caused only by changes in exchange rates and is not a fee or adjustment applied by us.

(d) We are not responsible for any loss or gain caused by changes in exchange rates.

6.6.8 Our Liability

(a) The **Worldwide Scan & Pay** depends on third-party systems, including Alipay+ and its acquirer partner networks, and may not be available at all times or in all locations.

(b) We are not responsible for failures, delays, or interruptions caused by third-party providers.

(c) You are responsible for ensuring that payment details (including merchant and amount) are correct before confirmation.

(d) In addition to any limitations of liability contained in the Agreement, we will not be liable for any loss or damage arising from:

(i) A merchant refusing to accept **Worldwide Scan & Pay** as a payment method

(ii) Any failure, delay, rejection or non-processing payment transaction made using **Worldwide Scan & Pay**

(iii) Any restrictions or limitations we may place on **Worldwide Scan & Pay** from time to time

(iv) Any successful transactions that exceed the spending limit you have set

(v) Losing or misplacing your mobile device