

The background features a light gray gradient with several white, curved lines that resemble flight paths or travel routes. Some lines are solid, while others are dotted. Small white circles are placed at various points along these lines, suggesting starting or ending points of a journey.

**travel[™]
wallet**

GENERAL TERMS

AND CONDITIONS

11. OCTOBER 2018

Terms | Norway

TRAVEL WALLET GENERAL TERMS AND CONDITIONS

Travel Wallet consists in a multi-currency, MasterCard branded prepaid Card and multi-function account that enables you to obtain SAS EuroBonus Extra Points for eligible purchases that you make with the Card.

Travel Wallet is a product delivered to you by Catella Bank (the “Bank”) in cooperation with Rêv Europe Payments Ltd. The Card is issued by the Bank. Rêv Europe Payments Ltd. manages the Travel Wallet program, distributes the Cards and provides Payment Processing Services, all on behalf of the Bank.

The Travel Wallet General Terms and Conditions (this “Agreement”) is established between You and the Bank and is applicable if you reside in Norway and governs your use of Travel Wallet and governs the relationship between you and the Bank.

Please note that your participation and use of the Travel Wallet is also governed by:

- The SAS EuroBonus Membership Conditions between you and SAS, which apply to your membership in the EuroBonus program; and
- The Travel Wallet Privacy Policy (the “**Privacy Policy**”), which describes the information we collect and the conditions under which we may use, share and store it.

Each agreement is separate and independent. The Bank has no liability to you in relation to the SAS EuroBonus Membership Conditions.

To be eligible for a Travel Wallet Account, you must reside in Sweden, Norway, Finland or Denmark and be age eighteen years and over. We may make Travel Wallet available to residents from other countries, and if so will post residence eligibility requirements in the Website and Mobile App.

Activating your Travel Wallet Account, loading or using the Card by you, the Cardholder, constitutes your agreement to the current General Terms and Conditions and the Fee Schedule and Limits.

We will communicate with you in English or your local language.

1. DEFINITIONS

Account Centre means the function where You manage your funds and access all functions of the Travel Wallet. You can access your Account Centre from the Mobile App, Website or Watch App. The functionality of the Account Centre may differ depending whether access is made via the Mobile App, Website, or Watch App.

Agreement means this document, the Travel Wallet General Terms and Conditions.

Auto Wallet Transfer means that if a Currency Wallet has insufficient funds, funds will be automatically transferred from another Currency Wallet(s) to allow the transaction to be completed. Auto Wallet transfers will be completed using the Travel Wallet Conversion Rate and will be assessed a Currency Conversion Fee.

Available Balance means the amount of money recorded by us as available for transactions using Cards. The Available Balance will be calculated by adding all loads or credits to your Travel Wallet Account and subtracting all debits, cash withdrawals, fees, authorizations and disposals which may apply under this Agreement.

Bank means Catella Bank S.A., the issuer of the Travel Wallet whose registered office is Parc d'Activités - CAP 2, 38 rue Pafebruch, L-8308 Capellen, Luxembourg, Grand Duchy of Luxembourg (www.catella.lu), registered with the Luxembourg Register of Commerce and Companies under number B 29.962.

Business Days are defined as Monday through Friday excluding Luxembourg public holidays observed by Bank.

Card means the Travel Wallet MasterCard Prepaid Card issued to a Cardholder. The Card may be a physical card or a Virtual Card.

Cardholder means a natural person, 18 years of age or older, who has validly entered into this Agreement.

Credentials means any, several or all of the following information: the PIN, username, Account Centre password, CVC2 Code, the Card's expiry date, the 16-digit Card number or biometric login.

Currency Conversion Fee means a fee that is added to: (a) the Travel Wallet Conversion Rate whenever an Auto Wallet Transfer is made, and which applies solely to the portion of the transaction for which you do not have sufficient available balance in the corresponding Currency Wallet, and (b) the Network Settlement Rate whenever a transaction is made in an Unsupported Currency.

Currency Order means the order of your Currency Wallets that will be utilized to process transactions or fees when you have more than one currency loaded within your Travel Wallet Account.

Currency Wallet means the portion of your Travel Wallet Account that holds each of the Supported Currencies.

CVC2 Code (MasterCard), or **Card Security Code**, means a 3-digit card verification value code that represents a digital signature, which is required for online transactions. The value code is present on the reverse side of the Card.

EuroBonus means the loyalty program managed by or on behalf of SAS.

EuroBonus Extra Points means points earned for the EuroBonus program which can be redeemed for awards but do not count toward achieving elite status. For further information please refer to the EuroBonus Membership Conditions.

European Consumer Protection means the laws, regulations, directives and other legal instruments that have been implemented within the European Union (and transposed into National law where relevant) that relate to the protection of consumers of Member States, including but not limited to, Council Regulation (EC) No 44/2001, Directive 2007/64/EC, and the directives of the EC Consumer Law Compendium.

Fee means any fee payable by the Cardholder to us under the Agreement or as defined in the Fee Schedule and which may be amended from time to time.

Home Currency means the primary currency of your Travel Cash Card Account, which is assigned based upon your country of residence.

Loading means the adding of financial monies to the Travel Wallet.

MasterCard means MasterCard International Incorporated or its successors or assignees.

Member State means a country that is part of the European Union or the European Economic Area (EEA).

Mobile App means the mobile applications provided by us to access the Travel Wallet Account via designated mobile devices, and may include IOS, Android or other platforms.

Negative Balance means a negative Available Balance (as opposed to a positive Available Balance) arising when debits to the Travel Wallet Account exceed the total Available Balance(s) of all your Currency Wallets.

Network Settlement Rate means the exchange rate selected by MasterCard, the payment scheme, (as opposed to the Travel Wallet Conversion Rate) at the time of transaction settlement for the Unsupported Currency in which the relevant transaction is denominated.

Payment Processing Services means the authorization and settlement services that are performed by the Rêv Europe Payments Ltd. or its designated affiliate whenever you make a transaction with your Travel Wallet or your Card.

Payment Transaction means the purchase, transfer, withdrawal or transaction that is performed by the Cardholder with the Card.

Personal Data means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier, as set forth in the applicable data protection legislation, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (The General Data Protection Regulation).

PIN means the personal identification number uniquely associated with your Card, which is used for making electronic payments with your Card.

Preferred Load Wallet means the supported Currency Wallet you select to receive funds loaded into your account.

Privacy Policy means the SAS EuroBonus Travel Wallet Privacy Policy, as amended from time to time, which you agreed to, and which applies to your use of the SAS EurobonusTravel Wallet.

Qualifying Purchase(s) means a consumer purchase transaction, paid with your Travel Wallet Card, for goods or services which are acquired for non-business purposes and which enable the Cardholder to earn EuroBonus Extra Points. The following are NOT Qualifying Purchases:

- payments made to tax authorities (except that GST tax or value added tax paid pursuant to a Qualifying Purchase is considered part of the Qualifying Purchase and does entitle the Cardholder to earn points);
- other kinds of debit transactions such as cash withdrawals, gambling transactions, quasi cash transactions (such as money orders, travellers' cheques and foreign currencies in cash), debits for fees and charges, transfers between Wallets or adjustment transactions;

- business purchases;
- other types of transactions which are identified in the Agreement as not earning points.

Supported Currency means:

- Swedish Kroner
- Norwegian Kroner
- Danish Kroner
- Euro
- US Dollars
- Great British Pound
- Japanese Yen
- Polish Zloty
- Singapore Dollars
- Swiss Franc
- Thai Baht
- Turkish Lira
- Hong Kong Dollar

and other currencies that we may choose to support in the future by adding a Currency Wallet for such currency.

Travel Wallet Account (or “Account”) means the prepaid electronic money account associated with your Card, carrying your name as Cardholder, loaded with one or more Currency Wallets that has access to prepaid payment functionality and your Available Balances.

Travel Wallet Conversion Rate means the Card referenced foreign exchange rate applicable to your Travel Wallet Account and Currency Wallet transfers (as opposed to the Network Settlement Rate) as quoted for a fixed period of time via the Travel Wallet Account Centre when you transfer funds between Currency Wallets, or as applied during Auto Wallet Transfers. The Travel Wallet Conversion Rate varies with time. You may search the applicable Travel Wallet Conversion Rate at the Account Centre.

Travel Wallet Watch App means an Apple or Android Watch app.

Unsupported Currency means a currency that is not a Supported Currency.

Virtual Card means a non-physical prepaid debit card that can be viewed on the Mobile or Web Account Centre. The virtual card contains a 16-digit MasterCard card number, security code (CVC2) and expiration date that are different than those on your physical Travel Wallet Card. You can use your Travel Wallet virtual card to make online purchases only.

We, us, and our means the Bank, SAS or the Processor, as applicable.

Website means the Internet website available at the web address (www.sas.travelwallet.com) or any other web address communicated by us from time to time.

You and your means the Cardholder.

2. Points

- 2.1 Whenever you make a Qualifying Purchase using your Travel Wallet, whether domestically or internationally, you will earn EuroBonus Extra points in accordance with the earn rate below.

Here is the earn rate for spending on eligible purchases:

Domestic Purchase	International Purchase
2 EuroBonus Extra points for each 10 EUR/100 SEK/100 NOK/100 DKK you spend in your home country	15 EuroBonus Extra points for each 10 EUR/100 SEK/100 NOK/100 DKK you spend in a foreign country

- 2.2 The EuroBonus Extra Points that appear in the Travel Wallet Account Centre may not reflect your up-to-date points balance as points earned with the Travel Wallet Card may take up to 45 days to be credited to your EuroBonus account. For the definitive accounting of your EuroBonus Points, please consult your EuroBonus account. For further information about SAS EuroBonus points, please refer to the SAS EuroBonus Terms & Conditions.

3. OBLIGATIONS OF CARDHOLDER

- 3.1 The Cardholder is the sole authorised user of the Card and the Account and is wholly responsible for use of the Card according to the terms of this Agreement and the law. The Card is not transferable and shall be used only by the Cardholder strictly in accordance with this Agreement and up to the maximum value of the Available Balance. Your Travel Wallet Account and obligations may not be assigned. This Card must only be used for consumer transactions and should not be used for business purchases.
- 3.2 The Card shall at all times remain the property of the Bank.
- 3.3 The Cardholder must sign the Card on the signature panel on the reverse of the Card and activate the Card at the Account Centre in order to use it.
- 3.4 As a Cardholder, you are responsible for complying with the current Agreement and shall be solely liable for any consequences arising from your breach of the Agreement. The current version of the Agreement is available to Cardholders via link from the Account Centres at any time. Activation, Loading or use of Travel Wallet by you, the Cardholder, constitutes your consent to the current Agreement, the Fee Schedule and the Limits.
- 3.5 You acknowledge and agree that your spending on the Travel Wallet is limited to the funds that have been loaded to the Travel Wallet and not yet reserved or spent. You authorise us to deduct funds from the Available Balance of your Travel Wallet to correct a previous error or overpayment to you, or for other legitimate reasons.

4. ISSUE, ACTIVATION AND USE OF THE CARD

- 4.1 The Card is an electronic means of payment with retailers that accept MasterCard, and a means of withdrawing cash at authorised banks or Automated Teller Machines ("ATMs") that accept MasterCard.

- 4.2 To use the Card, you must first activate your Account and the Card by following the instructions presented on the Account Centre which you can access via Web or mobile app. Upon completing the activation, you may load funds to your Account and then perform transactions.
- 4.3 You can access a Virtual Card within the Travel Wallet Account Centre.
- 4.4 If the Available Balance is not adequate to cover the transaction amount, including fees and foreign currency conversion rates, you may instruct the merchant to charge a part of the purchase to the Card and pay the remaining amount with cash or another form of payment (“**split transaction**”). Some merchants do not allow split transactions. If you use your Credentials without presenting your Card, the legal effect will be the same as if you used the Card itself.
- 4.5 You should keep track of your Available Balance. The Bank does not pay any interest on the Available Balance. Each time you use your Card, you authorise us to reduce your Available Balance by the amount of the transaction plus applicable fees and foreign currency conversion rates. You are not allowed to exceed your Available Balance through an individual transaction or a series of transactions. You do not have the right to stop payment on any purchase transaction you authorised using your Card or Credentials after the point at which that transaction becomes irrevocable. A transaction becomes irrevocable when you approve the Card transaction and the transaction is accepted by the payment system. If you authorise a transaction and then fail to make a purchase of that item as planned, the approval may result in a hold for that amount of funds.
- 4.6 As part of our Fraud Loss Control and Anti-Money Laundering/Counter Terrorism Financing policies, we reserve the right to set limitations on maximum Card Available Balance, the number and amount of load transactions, and other Travel Wallet performance and use parameters, as defined in the Limits section of this Agreement. We may also suspend or block your ability to perform transactions with the Card.
- 4.7 We reserve the right to limit the number of Cards issued to a Cardholder under the Card program.
- 4.8 You may make purchases, withdraw funds or load funds up to the limits set forth in the Account Centre. ATM withdrawal amount limits may be lower at international ATMs. As part of our Fraud Loss Control, Anti-Money Laundering and Counter Terrorism Financing policies, we may impose additional limits on the amount, number, or type of Card transactions, limit your maximum funds Available Balance, limit the maximum number of Cards issued to you, and suspend or block your Card and any associated transactions. You may contact Customer Service for additional information or questions on such limitations.
- 4.9 You may be charged a fee by the ATM operator (or any network used) and you may be charged a fee for a Card balance inquiry even if you do not complete a funds transfer.
- 4.10 Under no circumstances may you use your Card: (1) in violation of applicable laws or regulations, including those governing financial services; (2) in violation of this Agreement; (3) in a manner that violates the privacy or proprietary rights of another, including spam, phishing, or unwanted solicitations; (4) to perform unlawful acts, including illicit gambling and acts involving stolen goods or illegal substances; or (5) to perform transactions involving a transfer of funds for illegal purposes or made to hide the source of such funds (“**money laundering**”).

- 4.11 Upon use of the Card, your Account will normally be charged immediately. We cannot charge the account later than six months after the card has been used unless you agree. Notwithstanding, We are entitled to collect the transaction amount in accordance with the general rules for collection of money claims.

5. VALIDITY OF THE CARD

- 5.1 Upon Activation, the Card is valid until the earliest of:
- 5.2 The expiry date shown on the front of your Card; or the closure of the Travel Wallet account either at your request or by us pursuant to this Agreement.
- 5.3 If your Card expires, please contact Customer Service via the Website or Account Centre for instructions on how to withdraw your remaining funds or to order a replacement card.

6. OVERDRAW OF AVAILABLE BALANCE

- 6.1 It is not permissible to overdraw the Available Balance such that you have a Negative Balance. If you have a Negative Balance, you must immediately cover the amount of the unauthorised overdraft. We reserve the right to charge the account with overdraft interest and any reminder charges. Negative Balances constitute a breach of this Agreement which in addition to the liability for damages may constitute a material breach of the Agreement and give cause for termination of the Agreement. If you have received incorrect information about the Available Balance in the Account and have in good faith charged the account for a larger amount than available, we may not assess any fees or interest until you have had a reasonable time to correct the situation. Please note that this paragraph applies to Negative Balances created when you do not have sufficient Available Balance to cover fees payable to us under this Agreement.

7. WEBSITE/MOBILE APP/CUSTOMER SERVICE

- 7.1 The Travel Wallet Account may be accessed via the Account Centre.
- 7.2 You need valid Credentials to access the Account Centre. You must protect your Credentials at all times and may not disclose them to any person.
- 7.3 You may resolve questions regarding the Card via the Website FAQs or by contacting Customer Service.

8. LOADING FUNDS

- 8.1 You may load funds to your Account after activation, in accordance with the terms of this Agreement and the Limits which may be established from time to time. Your Travel Wallet Account Centre features the funds loaded and the Available Balance in your Travel Wallet.
- 8.2 The funds loaded to the Account must be paid in your Home Currency using bank transfer or other mechanisms as may be accepted over time by the Bank (collectively, the “**Load Mechanisms**”). Our

Load Mechanisms may change. For information regarding the specific Load Mechanisms available to you, you may visit the AccountCentre.

- 8.3 The use of Load Mechanisms may be subject to a fee. Please consult the Fee Schedule of Section 20.
- 8.4 You will have the opportunity to select a Preferred Load Wallet in which to receive all your loads. As a default your Preferred Load Wallet is set to your Home Currency Wallet. You may select, at any time, a different foreign Currency Wallet as your Preferred Load Wallet. When your Preferred Load Wallet is not the Home Currency Wallet and you perform a load, the Travel Wallet Conversion Rate will apply. The Travel Wallet Conversion Rate that applies to the exchange from your Home Currency to the currency of your Preferred Load Wallet will be determined at the time that the transaction posts to your Account and the funds are made part of your Available Balance . No Currency Conversion Fee will apply to this transaction.
- 8.5 Loads made by Bank Transfer on a Business Day are generally reflected in your Available Balance within 24-48 hours of when they are made. The availability of some loads may be delayed while the funds are being validated. Other Load Mechanisms result may be immediately reflected in your Available Balance.

9. CURRENCY WALLETS, CURRENCY TRANSFERS AND EXCHANGE RATES

- 9.1 Upon loading your Travel Wallet Account with funds, you may transfer funds between Currency Wallets.
- 9.2 Where funds are transferred from your Travel Wallet Card Account to a Currency Wallet or when a transaction is performed in a Supported Currency, the Travel Wallet Conversion Rate shall apply.
- 9.3 The Account Centre, which you can access via Website and Mobile App, will display a Travel Wallet Conversion Rate quote prior to initiating the funds transfer between your Currency Wallets. The quote will be valid for a limited time, as presented on the Account Centre. If you accept the quote, we will immediately debit the Currency Wallet from which you chose to transfer and credit the Currency Wallet into which you transferred funds, using the Travel Wallet Conversion Rate presented.
- 9.4 When there are one or more Currency Wallets funded within your Travel Wallet Card Account, a currency order will apply. Upon Loading of the Travel Wallet Card Account, the default Currency Order will always start with your Home Currency and thereafter may be determined by you; or, if you have not chosen a specific currency order, the Processor shall automatically order the Currency Wallets on your behalf in order to have the required access to the Available Balance of each Currency Wallet in order to authorise a transaction.
- 9.5 Where the Card is used to conduct a Payment Transaction in a currency which is an Unsupported Currency, the Network Settlement Rate shall apply to convert the Unsupported Currency to the Home Currency Wallet.
- 9.6 The Network Settlement Rate may vary at any time and the Cardholder agrees that any changes in exchange rates, including those favourable to the Cardholder, will be applied immediately without prior notice if the changes are based on the Network Settlement Rate, which is a referenced exchange rate.

9.7 The date of the currency conversion shall be the date on which the Payment Transaction is credited on the account of the Cardholder.

10. CURRENCY WALLET TRANSACTIONS

10.1 When using your Card in a Supported Currency, the following applies:

10.1.1 When making a purchase or an ATM withdrawal, your Travel Wallet Account will automatically debit the Currency Wallet of that country's currency if you have sufficient Available Balance in that specific Currency Wallet.

10.1.2 If there are no funds or insufficient funds in the Currency Wallet, your Card will debit funds from the next Currency Wallet nominated in your Currency Order. Your Travel Wallet Account will continue to debit each Currency Wallet in your Currency Order in succession until the transaction value is met. The full transaction value may be funded from multiple Currency Wallets. Each time funds are transferred from one Currency Wallet to another, an Auto Wallet Transfer will occur and the Travel Wallet Conversion Rate plus the Currency Conversion Fee will apply.

10.2 When using your Card to make a transaction in an Unsupported Currency, the following applies:

10.2.1 When making a purchase or an ATM withdrawal, your Travel Wallet Card Account will debit funds from the Home Currency Wallet at the current Network Settlement Rate. In addition, an Currency Conversion Fee will also apply as set out in the Fee Schedule.

10.2.2 If there are no funds or insufficient funds in your Home Currency Wallet, your Account will debit funds from the next Currency Wallet nominated in your Currency Order. Your Travel Wallet Card Account will continue to debit each Currency Wallet in your Currency Order in succession until the transaction value is met in the equivalent value of the Home Currency. The full transaction value may be funded from multiple Currency Wallets within your Travel Wallet Card Account. Each time funds are transferred from one Currency Wallet to another, an Auto Wallet Transfer will occur and the exchange rate used will be the Travel Wallet Conversion Rate. Once there are sufficient funds in the Home Currency Wallet to pay for the transaction, your Travel Wallet Account will debit funds from the Home Currency Wallet at the current Network Settlement Rate.

10.3 Where there are insufficient funds across all Currency Wallets on your Travel Wallet Card Account to process the transaction, the transaction will be declined (unless the transaction is a purchase and the merchant allows a split transaction).

10.4 If you withdraw funds from an ATM that dispenses a currency other than that of the country where the ATM is located, the ATM operator may convert the amount being withdrawn into their local currency before converting it back to the currency being dispensed. This may occur even when the currency being dispensed is the same as that of your Card. The amount debited from your Card may be greater than the amount which is dispensed by the ATM. Not all ATM operators advise of the amount to be debited from your Card before you withdraw money from their ATM.

10.5 You agree to pay us the transaction fees for transactions in foreign currency set forth in the Fee Schedule and acknowledge that such transaction fees are subject to change.

11. GIVING CONSENT TO EXECUTE A TRANSACTION

- 11.1 By using the Credentials or by signing the record of transaction for a purchase, cash withdrawal or cash advance, you give us authority to pay the retailer, merchant, bank or service provider, as applicable, for a transaction. This authority may not be withdrawn once the transaction has become irrevocable, unless (a) the charge was an advance hold (see section 11.3) or (b) you dispute the transaction pursuant to Sections 13-15.
- 11.2 The transaction records sent by retailer, merchant, bank or service provider, even in the absence of a written signature, may be used as proof of the transaction in accordance to applicable law. The transaction slip printed by the terminal is for the Cardholder's personal information only.
- 11.3 Certain merchants, including hotels and rental car companies, are authorised by MasterCard to add an excess spend overage amount on a purchase transaction or transaction hold. The excess spend overage amount may be up to 15% of the total anticipated transaction value and is intended to ensure adequate funds are available to pay for additional expenses associated with the merchant's services. This hold for the overage amount usually lasts less than 7 days. If you agree to allow the merchant to include an excess spend overage amount as part of a transaction, your Available Balance will be reduced by the total value of the transaction (including the overage amount) until such time as the merchant submits the final amount of the transaction. If the final amount of the transaction is less than the original amount the difference will be credited back to your Available Balance. If you have not accepted the overage amount, you may contact us to have the hold lifted.
- 11.4 Some merchants may also charge your Account for certain subsequent claims related to hotel stays, car rentals, and other similar transactions if, upon entering into the agreement with the merchant, you have accepted such debiting or have received notice of the merchant's right to charge the account. These subsequent charges will occur without your entering or using Credentials or providing a signature. Merchants in Norway must notify you in advance of any subsequent debiting which does not take place in direct connection with the use of the Card. If you deny liability for any subsequent charges assessed to your account, you may submit a claim to have the amount returned in accordance with the rules in Clauses 14 and 15.

12. SAFEGUARDING THE CARD AND CARD DETAILS

- 12.1 You are required to use the Card and the Credentials in accordance with the terms governing its issue and use as set forth in this Agreement. You are in particular required to take all reasonable precautions to protect the security of your Card and Credentials. You must (a) keep the Card and all Credentials, safe and not allow anyone else to use them; (b) learn the Credentials, including the PIN and other security information and keep it secret at all times and never write the PIN on the Card or on anything usually kept with it or accessible to third parties. Please do not disclose the PIN to anybody, including the police or us; moreover the PIN and other Credentials must not be used under such conditions that others can see them.
- 12.2 We reserve the right to change the PIN at the time of Card renewal or reissue.

13. THEFT, LOSS OR MISUSE OF CARD, CARD DETAILS OR PIN

- 13.1 You must notify us without undue delay if you discover or suspect that your Card or Credentials have been lost, stolen or compromised, or if you notice unauthorized transactions on your Card or Account. You may provide this notification by designating the card as lost or stolen via the Account Centre or by completing the notification procedure through our Customer Service department. We will not assess any charge for this notification.
- 13.2 When you report the loss, theft, or compromise of your Card or Credentials or unauthorised use of your Card or Account, you must provide us with accurate and complete information, including , verification of your identity, your full Cardholder Credentials (except your PIN), transaction information, the circumstances that resulted in loss, theft, or compromise of your Card or Credentials, and help to ensure that the Card or Account is deactivated as soon as possible. We may request written statements and attestations from you.
- 13.3 We will make sure that our Account Centre and/or Customer Service enable you to make notifications of lost/stolen Card and unauthorized transactions at any time. Upon receipt of your notice, we will freeze funds in your account and block your card to prevent subsequent unauthorized use. We will also retain a record of your notification for at least 18 months.

14. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR CARD TRANSACTIONS

- 14.1 Contact Customer Service immediately if you think your Travel Wallet transaction history or receipt is wrong or if you require additional information about a transaction listed on the Travel Wallet transaction history or receipt. Please be prepared to provide the following information: your full name, Card number, description of the error or the transaction, explanation as to why you believe it is an error or why you need more information, and the amount of the suspected error. Any unauthorised transaction for which you are not liable will be credited back to your account. We may request additional information concerning your complaint or question, and may require that you provide this information in writing within 10 Business Days. We will investigate your complaint or question using the information you provide to us. If, upon completion of our investigation, we decide that there was no error, we will send you a written explanation. If funds were previously credited back to your Travel Wallet because you reported a transaction as a suspected error, we may debit those funds if our completed investigation has subsequently determined that the relevant transaction was in fact correct and authorised. You may ask for copies of the documents that were used in the investigation.

15. CARDHOLDER'S LIABILITY FOR UNAUTHORISED TRANSACTIONS

- 15.1 We are responsible for losses caused by unauthorised transactions unless otherwise specified in this section. A transaction is considered unauthorised if the Cardholder has not consented to the transaction.
- 15.2 You will be liable for up to NOK 475, or such other lower limit as may be provided under applicable law, for losses relating to any unauthorised transactions resulting from the use of a lost or stolen Card if your Credentials or PIN or other similar personal security feature has been applied in the transaction or, if you have failed to keep your Credentials or PIN or other similar personal security

feature safe in accordance with your obligations under Section 12 and 13 of this Agreement , from the misappropriation of the Card.

- 15.3 You will be liable for all losses due to unauthorised transactions if you incurred them by failing to fulfil your obligations under Section 12 and 13 of this Agreement with gross negligence. If the transaction was executed by using an electronic payment instrument, you will, however, only be liable up to a maximum of NOK 12,000.
- 15.4 You will be liable for the entire loss if it is caused by you failing to fulfil your obligations under Section 12 and 13 of this Agreement with intent. The same will apply if the loss was caused by you acting fraudulently.
- 15.5 If you have failed to block the card via the Account Centre or failed to inform us as soon as possible after you became aware or should have become aware of the loss or theft of the Card or its unauthorised use, you will incur an undue delay and will be liable for the entire loss. (While the characterization of a delay as an “undue delay” may vary depending on the circumstances, a failure to notify us within 13 months of the Payment Transactions being debited will always amount to undue delay.)
- 15.6 You are not liable for losses due to the use of a lost, stolen or misappropriated Card or Credentials after you have notified us pursuant to Section 13, unless you have acted fraudulently.
- 15.7 According to Section 36 of the Norwegian Financial Contracts Act, your liability may be reduced if the unauthorized use is made possible because the payment card system does not meet certain responsible standards.

16. Refunds and OUR LIABILITIES

- 16.1 Provided that you dispute an unauthorized transaction in accordance to Sections 13, 14 and 15 of this Agreement without undue delay after you became or should have become aware of the circumstance, and no later than 13 months after the debit date, We must refund the amount of the transaction. Our obligation to refund the charge does not apply if (a) you have accepted liability for the transaction in writing, or (b) within four weeks after having received written notice from you objecting to the charge, we file a lawsuit or initiate a proceeding at the Norwegian Financial Services Complaints Board. If the case is rejected or dismissed by the Board or the court, a new time limit of four weeks applies from the date when we become aware of the rejection or dismissal. The duty to refund stated in the first sentence does not apply to your own liability for NOK 475 under Section 15.2.
- 16.2 Without prejudice to your obligations under Section 15, We will ensure that the Credentials associated with the Card or Account are not available to anyone other than you.
- 16.3 We will ensure the availability of our Account Centre or Customer Service at all times for you to notify us of lost, stolen or misappropriated Card or Credentials, or request the lifting of a card block.
- 16.4 We will not be obliged to enter into any dispute arising between you and a retailer or a bank and, moreover, a dispute with a retailer or a bank does not absolve you of complying with regulations

governing the use of the Card and this Agreement. Please note that We do not accept liability for the quality, nature, delivery, or other aspects of the goods or services bought with the Card, unless otherwise stated in this Agreement or pursuant to legislation. Disputes related to the quality, nature, delivery, or other aspects of goods or services bought with the Card should be addressed to the merchant.

- 16.5 If you notify us that you have become the victim of a fraud or other criminal offence in connection with charges to your account, (a) you must provide us a written report detailing the circumstances and (b) We may require that you report the matter to the police.
- 16.6 We are liable for your direct losses: (a) for unauthorized transactions to the extent described in Section 15, (b) if the Account has been wrongfully debited as a result of our Payment Processing Services (and in some cases the merchant's systems) causing a transactional error, technical failure, posting errors or similar circumstances, (c) for incorrect charges to your Account due to our negligence. If you claim a technical failure in our Payment Processing Services, We must substantiate that the system was functioning normally at the time of the transaction.
- 16.7 According to Section 40 of the Norwegian Financial Contracts act, we are liable to you for the correct execution of the payment transaction that you have initiated unless we can prove that the payee's institution has received the amount of the transaction before the expiration of the transfer period allowed by the law. If we are liable because we have not executed the payment correctly, we shall without undue delay transfer the amount of the payment transaction to you and, if applicable, restore your Account to the state in which it would have been if the inadequately completed payment transaction had not taken place. In the cases described by this paragraph, we are responsible for direct losses, which include, if applicable, fees or interest which you may be required to pay because the payment transaction has not been properly executed. Notwithstanding, we are not liable for losses caused by abnormal circumstances beyond our control that we could not foresee or avoid the consequences of, despite all efforts to the contrary, or caused by our legal obligations under other legislation than Section 40 and 41 of the Norwegian Financial Contracts act or pursuant to legislation.
- 16.8 While We are responsible for processing your transactions in a correct and timely manner, absent negligence by us, we will not be liable for not processing transactions, or for processing them incorrectly, in following circumstances:
- (a) the Available Balance is not enough to process the amount of the transaction as posted by you or the merchant (this may occur because you do not have sufficient funds in the account, because there is an existing authorization hold, or because you or the merchant have entered an incorrect transaction amount that exceeds the funds in the account);
 - (b) access to your funds is blocked as a security measure because you reported the loss, theft or unauthorised use of your Card;
 - (c) we have reason to believe the requested transaction is suspicious, fraudulent, or unauthorized;
 - (d) we determine that we cannot process or execute a transaction to comply with applicable law, a court order or card association rules;
 - (e) the ATM you are trying to use does not have enough cash;

- (f) the ATM, POS terminal, website, network, or communication system involved in your transaction did not work properly;
- (g) your computer or mobile device from which you are performing the transaction fails to send or receive data or relevant messages;
- (h) circumstances beyond our control (for example, natural disasters, earthquakes, fires, floods, war, or acts of terrorism) prevent the completion of the transaction;
- (i) a merchant, bank or ATM refuses to accept your Card;
- (j) you or the merchant provided inaccurate or incomplete information regarding a transaction. If the merchant provided an incorrect amount which you should have discovered when using the Card to pay for goods or services, you must address the complaint to the merchant;
- (k) your Card is not working because it has been damaged (in this case, please inform customer service so that we can replace the card); and
- (l) short-term interruptions in the payment card system or the Payment Processing Services.

In all of these instances, we may be liable if We have acted negligently and in doing so contributed to your loss. However, the liability for such negligence is limited to your direct loss.

- 16.9 Unless otherwise stated, our liability is limited to the amount in Norwegian kroner deducted from your Account.
- 16.10 To the extent allowed by applicable law, We are not liable for any type of indirect losses, or consequential or punitive damages, unless we have acted with gross negligence, willful misconduct or fraud. Further We are not liable for losses that (a) occur due to exceptional circumstances beyond our control or that we cannot predict or avoid the consequences, or (b) may be caused due to duties imposed on us by law.

17. REFUNDS FOR DIRECT DEBIT TRANSACTIONS

- 17.1 You shall receive a refund of an authorised transaction initiated by or through a payee if the amount of the transaction charged to the Card by the retailer is more than you could reasonably have expected in the circumstances of the purchase; and you ask the Bank for a refund within eight (8) weeks of us debiting the transaction to the Card. If you ask us for a refund under these conditions, you must provide us with factual elements relating to this condition.
- 17.2 You cannot use a claim you may have against someone else to make a claim against us, or to refuse to pay us, unless you have a legal right to do so. You cannot transfer any rights against the Bank to anyone else.

18. OUR RIGHT TO BLOCK THE CARD

- 18.1 Regardless of whether you have informed us of the loss, theft or unauthorized use of your Card, Account or Credentials, We may block the use of the Card or Account if there are objectively justified reasons relating to (a) the security of the Card or Account, or (b) suspicion that the use of the Card or

account is unauthorised or fraudulent. We will notify you of the blockage and the reason for such action. We will provide the notice before the Card is blocked or, if this is impossible, immediately after the blockage. However, we will not provide notice of the block if doing so would be detrimental to legitimate security considerations or would be in breach of applicable law.

19. NO REPRESENTATION OR WARRANTIES

19.1 Other than as set forth in this Agreement, we make no other representation or warranty with respect to the services provided.

20. FEES

20.1 You agree to pay all applicable Fees for the use of the Travel Wallet Account. The most current Fee Schedule will always be in this Agreement. You can find a link to this Agreement in the Account Centre.

20.2 All charges, including fees levied by third parties, will be debited directly to the Card at the time of the Payment Transaction or relevant activity, unless expressly stated to the contrary.

20.3 Fee Schedule

Card Activation & Periodic Fees	
Card Delivery Fee	0 NOK (Must load a minimum of 500 NOK to receive your first personalised card. Subsequent card orders have no minimum load requirement).
Inactivity Fee	30 NOK applicable each month after twelve consecutive calendar months with no transaction activity. (Loading, ATM, POS, Currency Exchange or Balance Inquiry). Fee debited from Home Currency Wallet.
Adding Money (Load) Fee	
Loading Fee	0.5%, capped at 10 NOK - waived for any top up of 2,000 NOK or more. Fee debited from Home Currency Wallet.
SMS Transactions (If applicable to the programme)	
SMS Forgot PIN Fee	N/A
SMS Card2Card Transfer Fee	N/A
SMS Balance Inquiry Fee	N/A
SMS Card Lock/Card Unlock Fee	N/A
SMS Transaction Notification Fee	N/A
IVR Transactions (If applicable to the programme)	

Forgot PIN Fee	N/A
Card Block (Lost or Stolen) Fee	N/A
ATM Transactions*	
Domestic ATM Withdrawal Fee	20 NOK per transaction. Fee debited from Home Currency Wallet.
International ATM Withdrawal Fee	<p>2 free International ATM Withdrawals per month.</p> <p>If withdrawing funds in an Unsupported Currency, the International ATM Withdrawal Fee of 20 NOK will be debited from the Home Currency Wallet.</p> <p>If withdrawing funds in an Unsupported Currency, the International ATM Withdrawal Fee of 20 NOK will be debited from the Home Currency Wallet.</p>
ATM Balance Inquiry Fee (applies to Domestic and International ATM)	<p>The Balance Inquiry fee is 5 NOK or its equivalent. The fee will be debited from the Supported Currency Wallet of the currency of the ATM.</p> <p>However, if the local currency of the ATM in which you are making a Balance Inquiry is an Unsupported Currency, the fee will be debited from your Home Currency Wallet.</p>
POS Transactions	
Point of Sale (POS) Transaction Fees	NOK0
Other Fees	

<p>Currency Conversion Fee (applies to Auto Wallet Transfers and transactions in Unsupported Currencies)</p>	<p>If you make a transaction in an Unsupported Currency, the transaction value will be converted to NOK at the Network Settlement Rate and a Currency Conversion Fee of 2.50% of the transaction value will apply.</p> <p>If there is an Auto Wallet Transfer between Supported Currencies, the exchange will be performed utilizing the Travel Wallet Conversion Rate and a Currency Conversion Fee of 2.5% will apply.</p> <p>The Currency Conversion Fee does NOT apply to: (a) a transaction in a Supported Currency for which you have sufficient funds in the Supported Currency Wallet; or (b) loads into your Preferred Load Wallet.</p> <p>2.50%</p>
<p>Paper Statement Fee</p>	<p>If you request a paper statement of your account be posted to you, the Paper Statement Fee will be debited from your Home Currency Wallet.</p> <p>100 NOK</p>
<p>Express Delivery Fee</p>	<p>Travel Wallet can express ship a card to you at the registered address on your account. No international shipping allowed. Debited from your Home Currency Wallet.</p> <p>200 NOK</p>

*If you have insufficient funds in the relevant Currency Wallet, the ATM Fees will be deducted as set out in the Travel Cash Terms and Conditions or Travel Wallet Terms and Conditions. In addition to

the ATM Fees listed here, some ATM operators may charge fees for cash withdrawals or other activities which you may not be advised of at the time of the transaction, and currency conversion fees may apply. Free ATM withdrawals are determined per calendar month.

21. LIMITS

21.1 The Travel Wallet Card ID Scores and their associated limits are in place to safeguard the integrity of the program.

The SAS Travel Wallet Levels and associated Limits are in place to safeguard the integrity of the program. Limits are calculated based on the EUR equivalent balance across all currency wallets in your account.

Travel Wallets Account Limits	Level 1	Level 2
How is each account level determined?	Validated Personal Information	Validated Personal Information + Source of Funds Verified
Max Account Balance Limit	€10,000	€15,000
Max Redemption	€10,000	€10,000
Max Loads in 24 hours	€15,000	€15,000
Max P2P activity in 24 hours	€2,500	€2,500
Max ATM Withdrawals in 24 hours	€2,500	€2,500
Max Purchases in 24 hours	€10,000	€10,000
Max Loads within 1 Year	€25,000	€90,000

We reserve the right to increase or reduce these limits at any time and to request additional identity verification and source of funds information in order to make such determinations.

21.2 Raising your limits

We will require information from you when you create your Travel Wallet Account, such as full name, address, date of birth, National ID, and source of funds information. We may require additional documentation or verifications regarding your identity and source of funds in order to allow you to access any of the limit levels.

All documents can be uploaded directly into the Travel Wallet Account Centre. In some cases, we may request that you send documents directly to the Travel Wallet Customer Service Team.

22. PRICELESS CITIES

22.1 This Mastercard benefit is available to current users of the Travel Wallet program. This benefit gives users access to exclusive merchant offers and events across the globe. If you choose to participate in Priceless Cities, please know that this is a separate program from Travel Wallet and your experiences with any Priceless Cities offers or events are subject to the Priceless Cities Terms of Use.

23. RECEIPTS; PERIODIC STATEMENTS

23.1 You agree to retain your receipts to verify your transactions.

23.2 A continuously updated electronic statement of your transaction history is available 24 hours a day, 7 days a week, by visiting the Account Centre. You may export or print the electronic statement. You agree these are reasonable procedures to access Card statements.

23.3 You agree to check the Payment Transactions on your Card at least once a month. In accordance with applicable law, the records of Payment Transactions created or received by the Bank may constitute evidence of the existence, amount and conditions of transactions.

24. INACTIVE OR DORMANT CARD

- 24.1 Your Card may become dormant, or inactive, after an extended period of no financial activity initiated by you (that is, no activity other than any credits or debits initiated by us). If your Card is dormant, we may block outgoing transfers from your Card until you contact Customer Service to re- authorise such transfers.
- 24.2 The Bank charges a monthly fee for Travel Wallet maintenance, as defined in the Fee Schedule. Such monthly account maintenance fee is waived each month when you make a transaction with your Card.

25. TERMINATION OF THE AGREEMENT

- 25.1 You may terminate this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.
- 25.2 We may terminate this Agreement where there is an objective reason for it by providing you a termination notice of our intent to do so at least 2 months prior to the termination date. In the event of a material breach of the Agreement by you, we may terminate the Agreement immediately by providing a termination notice. In either instance, the termination notice will include the reason for the termination.
- 25.3 You have the right to withdraw from this Agreement without cause and without any Fees or penalty for a period of 14 days from the date on which you activate your Travel Wallet Account (“Account Opening Date”). To do this, you must contact Customer Service and notify us of your request to close the Travel Wallet and request that your Available Balance be returned to you without any transfer fees.
- 25.4 Following receipt of your notice to terminate this Agreement and close your Travel Wallet Account, we will wait 10 days for any outstanding transactions to be processed. Once all transactions and fees have been deducted, any Available Balance on your Travel Wallet will be returned to you, less applicable Fees, subject to you having provided satisfactory confirmation of your identity and address (where applicable). We will not claim compensation for termination of this Agreement if you terminate the Agreement within 12 months after the date of your Account activation. Moreover, to the extent that we assess any continuous Fees, we may only charge such Fee for the period up to the date that we receive your notice of the termination. If the Agreement is terminated more than 12 months after the date of your Account activation, we reserve the right to demand an appropriate charge for terminating the contract in line with our costs relating to such termination.

26. ACCOUNT CLOSURE AND FUNDS REDEMPTION

- 26.1 If at any time you decide to close the Travel Wallet and request funds redemption, the following rules will apply:
 - 26.1.1 Redemption for a closed account can only be made after the Card has been cancelled;
 - 26.1.2 Redemption can only be made by a single bank transfer to an account held in your name;

- 26.1.3 We have the right to require that you submit proper and valid identification prior to redemption execution; and
- 26.1.4 Refer to the Fee Schedule for any applicable Fees, which may be deducted from the Available Balance prior to execution of the redemption. (Section 25.4 of this Agreement applies.)

27. CHANGE OF CONTACT DETAILS

- 27.1 To ensure that we are able to provide you with notices and information from time to time, you must update the Account Centre with any change of name, address, proof of address or e-mail address. To update this information, visit the Account Centre. We may require supporting documentation or information to make changes. All communications to you shall be considered valid if dispatched to your last indicated e-mail or postal address.

28. MODIFICATIONS TO THE AGREEMENT, FEES AND FEATURES OF THE CARD

- 28.1 We reserve the right to change this Agreement at any time, provided that we will give you no less than 2 months advance notice to Cardholders of any changes to the current Agreement, the characteristics and features of the Card or the Travel Wallet and the Fee Schedule, if any such changes are detrimental to you, including but not limited to changes that increase your fees or responsibilities or reduce your rights under this Agreement.
- 28.2 We reserve the right to modify this Agreement, effective upon publication and notification, and without providing you any advance notice for changes that are not detrimental to you, including but not limited to changes that: (1) may be required by law, or (2) reduce the fees, charges, or fx rates, or (3) improve the earn rate for EuroBonus Extra points, or (4) relate to the incorporation of new or improved services or functionality, or (5) relate to an assignment of this Agreement to a new issuing bank or programme manager, or to the replacement of the entities providing issuance or programme management, as determined at the discretion of Bank and Rêv Europe Payments Ltd., or (6) in general, do not increase your responsibilities or do not reduce your rights under this Agreement.
- 28.3 Any time we modify the Agreement, we will provide you notice of the change via email and via the Account Centre, and include the revised Agreement, such that you will be able to store the notice in a manner that allows future search and allows unchanged rendering of the information.
- 28.4 Should you oppose such changes, you shall have the right to terminate the current Agreement immediately and without charge before the date of the proposed application of such changes by contacting Customer Service (pursuant to Section 25 herein) and providing notification that you do not accept the proposed changes and of termination of your Travel Wallet Account. You shall be entitled to receive the current Available Balance of the Card due under the current Agreement less any Fees which may apply to your transactions or use of the Card. If you elect to terminate the Agreement pursuant because you do not agree to the proposed changes, we will not assess any redemption fee.
- 28.5 Should you not give any such notification as set forth in Section 28.4 above, before the proposed date of the entry into force of the proposed changes, you will be deemed to have accepted such changes.

- 28.6 You hereby:
- 28.6.1 acknowledge that your relationship with us is at least partially based on electronic communications, which may be made via the Account Centre or email, and deem such means of communication appropriate to the nature of your relationship with us;and
 - 28.6.2 accept being informed of any such change by means of the Website and Account Centre and email as adequate notice.
- 28.7 You may always access the applicable Agreement, Fee Schedule and applicable Limits in the Account Centre. You may also request a printed copy of these documents by contacting Customer Service.

29. DATA PROTECTION

- 29.1 By entering into this Agreement you provide the Bank with your express prior consent to collect, use and process your personal information and disclose information to third parties, to fulfil its obligations under the Agreement and as set forth in the Privacy Policy.
- 29.2 By using the Card, you agree to grant Bank, the Processor, SAS and their affiliates the right to collect information about you for the purposes of the administration of the Card service, the processing of transactions carried out using the service, routine account maintenance and other purposes as set forth in the Privacy Policy.
- 29.3 Whilst we reserve the right to process and store data in countries outside the European Union, including the United States of America, we shall only do so in full compliance with applicable EU law.
- 29.4 You hereby give a right to the Bank, the Processor and SAS and their designated third parties, to the extent permitted by applicable law to contact you, including but not limited to, by phone, SMS, electronic mail messages, notifications via the Website or the Mobile App, or Account Centre and post, for the purpose of providing you with information relating to your Travel Wallet Account and any other information as may be necessary to carry out this Agreement.
- 29.5 As set forth in the Privacy Policy, we will obtain your express consent before we, or third parties engaged by us, contact you by email or mobile phone about any commercial proposals or offers which may be of interest to you. If you have elected to opt in when you registered for a Card to receive marketing, we may contact you by phone, SMS, electronic mail messages, notifications via the Website, the Mobile App or the Account Centre and post about products and services provided by us. If you no longer wish to receive information about products or services, then please opt-out in the Website, the Mobile App or Account Centre or by contacting Customer Service.
- 29.6 As set forth in the Privacy Policy, you have the right to have access to information we have collected from you in accordance with the applicable law relating to the protection of individuals regarding the processing of personal data.

30. RECORDING OF PHONE CONVERSATIONS AND ELECTRONIC COMMUNICATIONS

- 30.1 You acknowledge and agree that, in order for us to perform the services to you, we have the right to register and keep records of telephone and electronic communications with you, all in accordance

with the applicable privacy regulations. The right to register and keep records of such communications shall not trigger any liability by us.

31. ANTI-MONEY LAUNDERING COMPLIANCE

31.1 In accordance with applicable legislation to fight money laundering and financing of terrorism, the opening of any client relationship, including a Cardholder relationship, is subject to proper Cardholder identification by the Bank and the Processor. You hereby represent that you will without delay disclose any relevant requested identifying information to us, keep such information up-to-date and inform us of any relevant change.

32. APPLICABLE LAW / JURISDICTION

32.1 The terms of this Agreement shall be governed by and interpreted in accordance with the laws of Norway.

32.2 We will communicate with you in English or Norwegian.

32.3 Notwithstanding the terms and conditions of this Agreement, the Cardholder will always benefit from Norwegian consumer protection laws. Any proceedings against a Cardholder may only be brought in the courts in the Member State in which the Cardholder is domiciled. The Cardholder may bring proceedings against us either in the courts of the Member State in which we are domiciled or in the courts for the place where the Cardholder is domiciled. Where a contradiction exists between this Agreement and the Norwegian laws, the Norwegian law will always prevail. In Norway, the Act on Financial Contracts and Financial Assignments of 25 June 1999 no. 46 will apply, including the right to forward a dispute to Finansklagenemda, P.O. Box 53, Skøyen, 0212 Oslo, Norway.

32.4 This Agreement, with the Fee Schedule, Privacy Policy and Limits presented on the Account Centre incorporated herein by reference, constitutes the entire agreement between you and us with respect to the Travel Wallet program. If any provision of this Agreement is determined to be unenforceable under applicable law, the other provisions of this Agreement will remain valid and enforceable. No failure by us to enforce the performance of any provision of this Agreement will constitute a waiver by us of our right to subsequently enforce such provision or any other provisions of this Agreement. Those provisions of this Agreement intended to survive any termination or cancellation of this Agreement shall survive in force upon any such termination or cancellation. We may assign our rights under this Agreement. Your Travel Wallet and the funds in it are subject to all applicable rules of any clearinghouse or other association involved in transactions.

33. COMPLAINTS

- 33.1 If you have a complaint about our service, please first contact Customer Service.
- 33.2 If you still disagree or are dissatisfied with the outcome, you may contact our legal department at:

Travelwallet.DisputeResolution@revworldwide.com Or via post at:

RÊV WORLDWIDE, INC.
ATTN: DISPUTE RESOLUTION DEPARTMENT
7000 N MOPAC EXPY STE 201
78703 AUSTIN TEXAS UNITED STATES OF AMERICA

- 33.3 If we do not provide an adequate solution, you may find further information regarding dispute resolution on ec.europa.eu/consumers/odr.

34. REGULATORY AUTHORITY

- 34.1 The Bank is authorised as a credit institution supervised by the Luxembourg regulatory authority, the Commission de Surveillance du Secteur Financier (the “**CSSF**”), situated at 283, route d’Arlon, L-2991 Luxembourg, Grand Duchy of Luxembourg.

35. SAFE GUARDING OF CARD FUNDS

- 35.1 THE FUNDS ON YOUR TRAVEL WALLET ARE HELD IN TRUST BY CATELLA BANK S.A., the issuer of the Card whose registered office is at Parc d’Activités - CAP 2, 38 rue Pafebruch, L-8308 Capellen, Luxembourg, Grand Duchy of Luxembourg. The Bank agrees to keep funds loaded into Travel Wallet Accounts segregated from other funds held by it, and to use all reasonable care in safeguarding such Travel Wallet funds.

36. RIGHTS AND REMEDIES

- 36.1 We may collect all direct loss made or incurred by us due to or arising out of your breach of this Agreement, your fraud or willful misconduct, or your violation of any law or the rights of a third party relating to your use of your Travel Wallet.