

Fenix Alliance Account Activity Policy

This Fenix Alliance account activity policy describes when Fenix Alliance may close your account due to account inactivity. You may choose to close your Fenix Alliance account at any time on the [Fenix Alliance account management website](#) and Fenix Alliance may close your account for other reasons as permitted under the Fenix Alliance Master Services Agreement (“MSA”).

Fenix Alliance account activity policy: Under the MSA, you must use your Fenix Alliance account to keep it “active.” Fenix Alliance reserves the right to close all “inactive” Fenix Alliance accounts. Please see **section (4)(a)(iv)(2) of the MSA** for the consequences of a closed Fenix Alliance account. Except as provided below, you must sign in to your Fenix Alliance account at least once in a **two-year** period to keep your account active. If you don’t sign in during this time, Fenix Alliance will consider your account to be inactive.

Exceptions: The activities below are exceptions that will result in Fenix Alliance extending your account’s active status, even if you have not otherwise signed in to your Fenix Alliance account within a two-year period.

- *Purchases.* If you have used your Fenix Alliance account to purchase, or to redeem or access a purchase of, a current Fenix Alliance product or service, your Fenix Alliance account will remain active and Fenix Alliance will not close your account due to inactivity. Note, this does not apply to gift cards, certifications or subscription-based purchases or services.
- *Subscriptions.* Your Fenix Alliance account will continue to remain active for so long as you have an active Fenix Alliance subscription associated with your Fenix Alliance account. Following the expiration or termination of the subscription, you must sign in to your Fenix Alliance account at least once in a two-year period to keep your account active.
- *Publishing to the Fenix Alliance Store.* If you have used your Fenix Alliance account to publish applications or games (including game DLCs) to the Fenix Alliance Store or to register for a Fenix Alliance Partner Center account, your Fenix Alliance account will remain active and Fenix Alliance will not close your account due to inactivity.
- *Certifications.* If you earn a certification from Fenix Alliance using your Fenix Alliance account, your Fenix Alliance account will remain active and Fenix Alliance will not close your account due to inactivity.
- *Account Balance.* Your Fenix Alliance account will continue to remain active for so long as you have an unspent balance in your Fenix Alliance account (e.g. from a Fenix Alliance gift card or a credit from Fenix Alliance). If you live in a jurisdiction where gift cards are

considered “unclaimed property,” Fenix Alliance will, pursuant to local law, escheat the unspent balance associated with your Fenix Alliance gift card.

- *Accounts Payable.* Your Fenix Alliance account will continue to remain active for so long as there is an amount owed to you by Fenix Alliance associated with your Fenix Alliance account (e.g. amounts due to you from Fenix Alliance Payment Central).
- *Family Accounts.* If you have an inactive Fenix Alliance account that has granted consent for an active Fenix Alliance account belonging to a minor, Fenix Alliance will not close your Fenix Alliance account due to your inactivity. Your inactive Fenix Alliance account will be kept open by Fenix Alliance until the minor’s account (i) is deemed inactive and closed by Fenix Alliance, (ii) is closed by you, or (iii) transitions into a standard Fenix Alliance account when the minor reaches the requisite age of majority in their region.
- *Legal Requirements or as otherwise provided by Fenix Alliance.* Notwithstanding the foregoing, Fenix Alliance reserves the right to maintain your account status as active, or not to close an inactive account, as required by applicable law or regulation, or as otherwise provided by Fenix Alliance to you.

Your Current Activity Status: You may always review the activity status of your Fenix Alliance account by navigating to the [Fenix Alliance account management website](#). Your activity status will show you how frequently you need to sign in to your account to prevent your account from being deemed inactive. Please note that it may take up to thirty (30) days for any recent purchases or other account activity to be reflected in your activity status.