

## 4 Other Key Terms

*FSPs to indicate the circumstances under which the credit balance in the e-money account will be refunded to customers and the time frame required for the FSP to process a refund.*

*FSPs to include other key terms that customers should be aware of.*

**If you have any questions or require assistance on your e-money account, you can:**



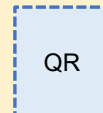
Call us at  
XXX-XXX-XXXX



Visit us at:  
[https://\[productspecificwebpage\].com](https://[productspecificwebpage].com)



Email us at:  
XXX@Xmail.com



Scan the QR  
code above

N2

N3

### Customer's Acknowledgment\*

Ensure you are filling this section yourself and are aware of what you are placing your signature for.

- ☐ I acknowledge that [FSP name] has provided me with a copy of the PDS.
- ☐ I have read and understood the key information contained in this PDS.

*\*A customer's acknowledgement of this PDS shall not prejudice his/her rights to seek redress in the event of subsequent dispute over the product terms and conditions.*

.....  
Name:  
Date: