# STYLOPAY LIMITED

## **STYLOPAY eWallet Programme**

## **TERMS AND CONDITIONS - EEA**

This Agreement ("Agreement" or "Terms" or "Terms and Conditions") describes the terms and conditions governing the use of your e-Wallet Account.

The eWallet Account and the electronic money on the Account accessed by the eWallet is issued by the Regulated Provider.

By purchasing, accepting or using the eWallet, you agree to be bound by the Terms and Conditions contained in this Agreement as it may be amended from time to time. You further agree that you are bound by this Agreement if you use any eWallet service or feature. Please read this Agreement carefully and keep it for future reference. The current version of these Terms and Conditions can be found on Stylopay's website www.stylopay.com.

#### **DEFINITIONS**

"Account" means the prepaid electronic money Account and the associated eWallet account(s) issued to You.

"Agreement" means these terms and conditions or and the Product Leaflet.

"AISP" means account information service provider, which provides account information services (i.e. online services providing consolidated information on one or more payment accounts held by You with another payment service provider or with more than one payment service provider).

"App" means the StyloPay's mobile application.

"Available Funds" means at any given time any unspent funds loaded onto Your eWallet Account which are available to pay for transactions/transfers and fees and charges payable under this Agreement.

"Business Day" means any day other than a Saturday, Sunday or national public holiday on which banks are open for business in UK.

"Walletholder" means You, the person to whom the eWallet Account is issued.

"Stylopay Prepaid eWallet account", means an electronic money service issued by Us to You and associated to the Account. The Company may also pay salary to the Wallet Holders or make pay-out for any service, based on the legal relation between them, through the Stylopay Prepaid eWallet Account

"Commencement Date" means the date eWallet account gets activated.

"Company" means the legal entity who is Your employer or the corporate by whom you have obtained this eWallet service.

"Contactless" means a payment feature that provides You with a way to pay by phone app/desktop without physically present there.

**"Customer Services"** means the support services for the eWallet available to Wallet Holders as described in clause 15.

"EEA" means European Economic Area.

"Online Account Centre" means the secure log in area of Our Website where Wallet holders may access monthly statements.

"We", "Us" or "Our" means Moorwand Ltd. (marketed as "MOORWAND"), or StyloPay Limited, as the context may require.

"Website" means Our website at <a href="https://stylopay.com/">https://stylopay.com/</a>

"You," ""Your" "User" refers to the Wallet holder.

"Regulated Provider" refers to Moorwand Limited

## 1. INFORMATION ON WHO WE ARE AND THIS AGREEMENT

- 1.1 This Agreement sets out the general terms and conditions that apply to the StyloPay eWallet account. These terms and conditions describe the specific features, terms, conditions and fees applicable to Your eWallet account. This document forms the Agreement between You and Us governing the possession and use of the eWallet. By using the eWallet or activating it (see clause 2.4) You accept the Agreement. Copies of these terms and conditions can be found on the Website. Copies of this Agreement can be obtained free of charge by contacting Our Customer Services team in accordance with clause 15.
- 1.2 The eWallet is issued by Moorwand Limited pursuant to a licence from the UK Financial Conduct Authority (FCA)) Moorwand is regulated and authorised to issue electronic money by the FCA. The Registered Office of MOORWAND LTD: Birchin Court 20 Birchin Lane, LONDON EC3V 9DU, UK. At all times, the eWallet remains the property of Moorwand Ltd.
- 1.3 This Agreement will commence on the Commencement Date (defined in the definition section) and will terminate in accordance with clause 10. This Agreement and all communications between Us and Individuals shall be in English.
- 1.4 Moorwand Ltd reserve the right to refuse an individual's application to activate the eWallet if the results of the checks carried out pursuant to clause 3 or otherwise give Us reason to suspect the individual of being involved in or intending to use the eWallet for money laundering, terrorist financing, fraud or other illegal activity. If We refuse the individual for activation and use of the eWallet, we will inform him/her of the refusal but may not inform them of the reason for the refusal.

## 2. EWALLET

- 2.1 The eWallet is an online prepaid emoney account which may be used to make transactions and transfers online. If an Individual has been provided with an eWallet account, they can store money and can transact online through computer and smartphone whenever required.
- 2.2 The eWallet can be used to load funds into the account, to create multiple sub-wallets of different currency and to convert currencies. The eWallet can also be used for online bank transfers and wallet to wallet transfers.
- 2.3 Wallet holders must ensure that they have sufficient Funds available on the eWallet account to make a successful transaction. The eWallet is intended for use as a means of payment, and funds loaded onto the eWallet do not constitute a deposit. Individual wallet holders will not earn interest on the balance of the eWallet account. The eWallet does not expire but it becomes inactive after three months of inactivity.

# 3. IDENTIFICATION REQUIRED FOR ACTIVATION OF EWALLETS

- 3.1 In order to obtain an eWallet, an individual must be at least 18 years old. When an individual registers for an eWallet account, he/she needs to fill in all the mandatory information and validate the information by providing specified supporting documents. Post successful document submission it will take around 24hrs for the account to be active. Any transactions attempted prior to account activation will be declined.
- 3.2 Where permitted, Wallet holders may request one additional eWallet account linked to their account.

## 4. FEES AND CHARGES

4.1 The fees and charges associated with this eWallet form an integral part of the Agreement. All fees and charges are specified below in this clause 4.1 and may also be found on Our Website or issued upon request by contacting Our Customer Services team in accordance with clause 15. You should be aware that other taxes or costs may exist that are related to the eWallet but are not paid via Us or imposed by Us. For example, Payment Gateway charges.

Fee type	Value	Currency
Account set up	NIL	EUR & GBP
Account Activation	3.00	EUR & GBP
Monthly account maintenance fee	1.00	EUR & GBP
Dormant account fee	0	EUR & GBP
Bank load	0.75% (cap at 350 EUR)	N/A
Bank withdrawal	0.25% (cap at 100 EUR)	N/A
Peer to peer transfer	NIL	EUR & GBP
FX mark up	2% (cap at 500 EUR)	EUR & GBP

Account closure / redemption	15.00	EUR & GBP
Other (add as required)	N/A	

4.2 The User will be able to access this terms and condition document on their web-dashboard. If for any reason a wallet holder is unable to access a copy, or is unable to download it, or should they have any queries about the fees and charges, they can contact Customer Services on the contact details in clause 15.

#### 5. HOW TO USE THE EWALLET

- 5.1 The eWallet may only be used by the person to whom the eWallet was issued. The eWallet is non-transferable, and individuals are not permitted to allow any other person to use the eWallet, for example by disclosing their Credentials or allowing them to use the eWallet on their behalf.
- 5.2 Payroll: Funds may be loaded to an individual Account by the Company (Corporate Load) or the account holder by logging in to the user's dashboard. All Corporate Loads require receipt of the funds from the Company prior to an individual eWallet account being available for use.

Loading Options Available : Corporate Load- From Company Account

: IBAN Loads -From Individual's Personal Bank Account

General Purpose Reloadable (GPR): Funds will be loaded to individual Account by the account holder by Bank/IBAN loads and to use the eWallet services outlined in clause 2.2.

- 5.3 In cases where account holder's Company may have added funds to their Account in error, at the request of the Company, we will remove those funds.
- 5.4 We will be entitled to assume that a transaction has been authorised by the wallet holder where either:
  - 5.4.1 The user has loaded money into their eWallet account and has entered the correct bank details in the user's dashboard "Payment page".
  - 5.4.2 Relevant information was supplied that allows Us to process the transaction, which may include valid transferee details (for wallet-to-wallet transfers) and using proper Login ID, Password and OTP as applicable. (Clarify)
  - 5.4.3 Your eWallet is used for currency conversions and bank transfer.
- 5.5 On receipt of notification of the authorisation of a transaction and the transaction details, normally We will deduct the value of the transaction, plus any applicable fees and charges, from the Available Funds on the eWallet account.

- 5.6 Under normal circumstances, if any transfer is attempted that exceeds the Available Funds on the eWallet account, the transaction will be declined.
- 5.7 The eWallet can be used for bank transfers, wallet to wallet transfers and for currency conversion.
- 5.8 You have the ability to transfer Your Available Funds, in whole or in part, from your sub-eWallet account to another sub-eWallet account of a different currency provided that the correct account details are entered. The exchange rates and applicable fees will be applicable for every such transaction as set out in the above fee table.
- 5.9 Normally, we will be able to support transactions 24 hours per day, 365 days per year. However, we cannot guarantee this will be the case, and in certain circumstances for example a serious technical problem out of our control We may be unable to receive or complete transactions.

## 6. RESTRICTIONS ON USE OF EWALLET

- 6.1 You must ensure that You have enough Funds Available on Your eWallet account to carry out a transfer or currency conversion.
- 6.3 The eWallet may not be used for preauthorised regular payments or for any illegal purposes.
- 6.4 Spending limits apply to the eWallet. For details see Our Website.

## 7. MANAGING YOUR WALLET

7.1 We will publish Your monthly statements in the Online Account Centre and send You a notification through the App when each statement becomes available. The notification will contain a link to the log-in webpage of the Online Account Centre. Each statement will specify a reference enabling You to identify each transaction; the amount of each transaction; the currency in which Your eWallet is debited; the amount of any transaction charges including their break down, where applicable; the exchange rate used in the transaction by Us and the amount of the transaction after the currency conversion, where applicable; and the transaction debit value date.

If there are no transactions on the eWallet for more than a month then we will not provide you with a statement.

- 7.2 You will need access to the internet to manage the eWallet. You may check the balance and Available Funds on Your eWallet account or view a statement of recent transactions, which will be updated daily, by visiting the Online Account Centre on Stylopay Website.
- 7.3 You may require the information specified in clause 7.1 above to be made available as specified in clause 7.2 (in the Online Account Centre). If You chose to do so, you must

separately request this by contacting Customer Services on the contract details specified in clause 15.

7.4 If You would like Us to provide You with the information set out in clause 7.1 more often than monthly or not by email (or if agreed differently under clause 7.3, more often than agreed or in a different manner than agreed) then We may charge You a reasonable administration fee to cover our costs of providing the information more often or in a different manner.

#### 8. EXPIRY OF THE EWALLET

8.1 Your eWallet does not have an expiry process. The eWallet account will become inactive after 3 months (90 days) of inactivity and will become dormant after 180 days of inactivity.

## 9. CANCELLATION AND REDEMPTION PROCEDURE

- 9.1 You can terminate the agreement by sending an email requesting the same to customer support as set out in clause 15.
- 9.2 If You have Available Funds left following the termination of the Agreement, you may redeem them in full up to 6 years following the termination. An Account Maintenance Fee will be applied 12 months after termination provided there are Available Funds. We will notify You one month in advance that We will start charging You an Account Maintenance Fee for maintaining the funds in accordance with clause 4. A Account closure / redemption Fee will be applied if You request redemption after the termination. (specify?)
- 9.3 If you wish to cancel after registering with the eWallet but prior to activating the eWallet account, You must inform the customer support team according to clause 15.

## 10. TERMINATION OF THIS AGREEMENT

10.1 Subject to clauses 10.2 and 10.3, this Agreement will terminate on the date the account becomes dormant subject to:

Users can apply for a new eWallet account by following the registration process and if they find any issue in doing so they can raise a request to customer support in accordance with clause 15 once their eWallet account is dormant.

- 10.1.1 a request for cancellation by You and/or redemption by You of the entire remaining balance on Your eWallet account in accordance with clause 9.1 above.
- 10.2 We may terminate this Agreement and inform You of the termination immediately unless prohibited by law:

- 10.2.1 if You breach an important part of this Agreement, or repeatedly breach the Agreement and fail to resolve the matter within 10 days, or use Your eWallet account or any of its facilities in a manner that We believe is fraudulent or unlawful;
- 10.2.2 if You act in a manner that is threatening or abusive to Our staff, or any of Our representatives, or

We may terminate the Agreement for no or any reason, including the reasons above, by giving you two months' notice.

- 10.3 You may terminate the Agreement at any time within 14 days of commencement date, free of charge by contacting Us using the contact details in clause 15.1.
- 10.4 If the Agreement terminates, We will cancel Your eWallet account and You must tell Us as soon as practicable what You want Us to do with any unused Available Funds on Your eWallet account by writing to us at customersupport@stylopay.com

## 11. KEEPING YOUR EWALLET DETAILS SAFE

- 11.1 We will assume that all transactions entered by You with Your eWallet or eWallet account details are made by You unless You notify Us otherwise in accordance with clause 15.
- 11.2 You are responsible for keeping Your eWallet account and its details safe. This means You must take all reasonable steps to avoid misuse of the eWallet or details. Do not disclose the eWallet account details to anyone except where necessary to complete a transaction.
- 11.3 You must always keep Your eWallet credentials safe. This includes:
  - 11.3.1 memorising Your password whenever you set or re-set it;
  - 11.3.2 never writing Your password on anything;
  - 11.3.3 keeping Your password secret always, including by not using Your password if anyone else is watching; and
  - 11.3.4 not disclosing Your password to another person.

Failure to comply with this may be treated as gross negligence and may affect Your ability to claim any losses. NEVER COMMUNICATE YOUR PASSWORD TO ANYONE IN WRITING OR OTHERWISE. This includes printed messages, e-mails and online forms.

# 12. DEACTIVATED EWALLETS

Email ID- <u>customersupport@stylopay.com</u> (StyloPay Customer Service)

- 12.1 If Your eWallet gets deactivated, or You suspect it has been used by someone else, You must notify Us without undue delay as soon as You become aware of this by telephoning Our Customer Services team in accordance with clause 15 of this T&C. You will be asked to provide Your eWallet account details and other information to verify that You are the authorised wallet holder. Following satisfactory completion of the verification process, we will then immediately block your eWallet account to prevent unauthorised use and any further use.
- 12.2 After You have notified Us of the deactivation or risk of misuse, and providing that We are able to identify Your eWallet account and satisfy certain security checks, we will block your account. Please see clause 4 for further details. You must notify the Company about the deactivation of the eWallet account and consult with Your Company about the reasons for activating it once again. The "cooling off" period described in clause 9 does not apply to wallets, in this scenario.

## 13. MANAGING EWALLET APPLICATIONS

- 13.1 We are not responsible for the safety, legality, quality of the transactions made through eWallet.
- 13.2 Whenever a User makes a request for a refund, please allow 5-10 days from the date the refund request is made for Us to investigate the issue. Provided we establish that the claim is genuine a refund will be applied to Your eWallet.

# 14. TRANSACTION DISPUTES AND EWALLET SUSPENSION

- 14.1 If You have a dispute relating to a transaction, You must contact Our Customer Services team as soon as You are aware of the transaction, and in any case no later than 13 months after the amount of the transaction in dispute has been deducted from the eWallet account. We will as soon as practicable, and in any event no later than the end of the Business Day following the day on which We become aware of the conflicted transaction, refund any unauthorised transaction and any associated transaction fees and charges payable under this Agreement subject to the rest of this clause 14, except in cases where We have a reasonable suspicion that You have acted fraudulently. In this event we will investigate as quickly as practicable and notify You of the outcome. If the investigation shows that the transaction was indeed unauthorised/incorrect, we will refund You as set out above in this clause 14.1.
- 14.2 You will be liable for all losses incurred in respect of a suspected transaction if You:
  - 14.2.1 have acted fraudulently; or
  - 14.2.2 have intentionally or with gross negligence failed to:
    - 14.2.2.1 look after and use Your eWallet account in accordance with the Agreement; or

- 14.2.2.2 notify Us of the problem in accordance with clause 12.1.
- 14.3 Depending on the circumstances, Our Customer Services team may require You to complete a dispute declaration form. We may investigate either before or after any refund has been made. We will let You know as soon as possible the outcome of any such investigation. If Our investigations show that any disputed transaction was authorised by You or You may have acted fraudulently or with gross negligence, We may reverse any refund made and You will be liable for all losses We suffer in connection with the transaction including but not limited to the cost of any investigation carried out by Us in relation to the transaction. We will give You reasonable notice of any reverse refund.
- 14.4 In certain circumstances, a transaction will be initiated but not fully completed. In these cases, you will need to contact Our Customer Service team in accordance with clause 15 and present relevant evidence to show that the transaction has been cancelled or reversed.
- 14.5 In certain circumstances, we may without notice refuse to complete a transaction that You have authorised. These circumstances include:
  - 14.8.1 if We have reasonable concerns about the security of Your eWallet or We suspect Your eWallet is being used in a fraudulent or unauthorised manner;
  - 14.8.2 if there are not sufficient Available Funds to cover the transaction and all associated fees at the time that We receive notification of the transaction;
  - 14.8.3 if there is an outstanding shortfall on the balance of Your eWallet account;
  - 14.8.4 if We have reasonable grounds to believe You are acting in breach of this Agreement;
  - 14.8.5 if there are errors, failures (mechanical or otherwise) on the part of our, payment processors or payment schemes in processing transactions; or
  - 14.8.6 if We are required to do so by law.
- 14.6 We may suspend Your eWallet account, if We have reasonable concerns about the security of Your eWallet or We suspect Your eWallet is being used in a fraudulent or unauthorised manner, in which case You will not be able to use it for any transactions. We will notify You of any such suspension in advance, or immediately after if this is not possible, and of the reasons for the suspension unless to do so would compromise reasonable security measures or otherwise be unlawful. We will lift the suspension, as soon as practicable once the reasons for the suspension cease to exist.

# 15. CUSTOMER SERVICES AND COMMUNICATION

15.1 Our Customer Services team are normally available from 9:00 am to 10:00 pm Monday to Friday, 10:00 am to 9:00 pm on Saturdays, and 10:00 am to 6:00 pm on Sundays, UK time. During these hours We will endeavour to resolve all enquiries immediately, however,

please note that certain types of enquiry can only be resolved during normal business opening hours. You can contact Our Customer Services team by the following methods:

- Telephoning: as mentioned on our website.
- Emailing customersupport@stylopay.com
- writing to StyloPay Limited, Level 39, One Canada Square, Canary Wharf, London, E14
  5AB, United Kingdom.

If We need to contact You or send You a notification under this Agreement, we will do so by sending You a notification in the App or via an email to your registered email address, unless stated otherwise in the Agreement. Regarding eWallet if users want any changes to be made in the eWallet account then they need to submit a request by writing to customersupport@stylopay.com

If We need to contact You in the event of suspected or actual fraud or dormant eWallet account, we will first send You an email prompting You to contact Our Customer Services team.

- Our business opening hours are Monday to Friday, 9:00 am to 5:00 pm UK time. Correspondence received after the close of business on a particular day or on a non-Business Day will be treated as having arrived on the following Business Day.
- 15.3 If You are not satisfied with any element of the service You receive, any complaints should be made to Our Customer Services team using the contact details in clause 15.1 above. Calls may be monitored or recorded.
- 15.4 We do everything We can to make sure You receive the best possible service. However, if You are not happy with how Your complaint has been managed by Our Customer Services team and You wish to escalate Your complaint, You should contact the eWallet issuer, Moorwand Ltd, Birchin Court, 20 Birchin Lane, London EC3V 9DU, UK. Email address: <a href="mailto:complaints@moorwand.com">complaints@moorwand.com</a>, web <a href="https://www.moorwand.com">www.moorwand.com</a> in the first instance for further assistance. A copy of our complaints policy can be found on Our Website or requested by contacting us.
- 15.5 If We are unable to resolve any complaint through Our internal complaints procedure available on the (PM) website, and You may wish to contact the Financial Ombudsman Service at:

**Address**: Exchange Tower, London E14 9SR;

**Telephone**: 0800 023 4 567 (free from most landlines but charges may apply if using a

mobile phone),

Mobile Phone: 0300 123 9 123 (calls by mobile cost no more than a national rate

call to an 01 or 02 number);

**E-mail**: complaint.info@financial-ombudsman.org.uk.

#### 16. LIMITATION OF LIABILITY

16.1 None of the organisations described in clauses 1.2 and 1.3 will be liable for:

- 16.1.1 any fault or failure relating to the use of the eWallet caused by a force majeure including but not limited to, a fault in or failure of data processing systems outside of our control;
- 16.1.2 the funds you have transferred from Your eWallet;
- 16.1.3 any acts or omissions that are a consequence of Our compliance with any national or European Union law.

In any event the liability of the organisations described in clauses 1.2 and 1.3 will be limited to the balance of the eWallet at the time that the event occurs.

- 16.2 In addition to the limitations set out in clause 16.1, Our liability shall be limited as follows:
  - 16.2.1 where Your eWallet account is inoperative due to technical error, our liability shall be limited to repayment to You of the Available Funds on Your eWallet; or
  - 16.2.2 where sums are incorrectly deducted from Your eWallet account due to Our fault, Our liability shall be limited to payment to You of an equivalent amount.
- 16.3 In all other circumstances of Our default, our liability will be limited to repayment of the amount of any Available Funds on the eWallet.
- 16.4 Nothing in this Agreement shall exclude or limit any regulatory responsibilities We have which We are not permitted to exclude or limit, or Our liability for death or personal injury.
- 16.5 If You have used Your eWallet or allowed Your eWallet to be used fraudulently, in a manner that does not comply with this Agreement, for illegal purposes, or if You have allowed Your eWallet or details to be compromised due to Your negligence, You will be held responsible for the use and misuse of the eWallet. We will take all reasonable and necessary steps to recover any loss from You, and there shall be no maximum limit to Your liability except where relevant laws or regulations impose such a limit. This means You should take care of Your eWallet and details and act responsibly, or You will be held liable for consequent losses.
- 16.6 The UK Deposit Guarantee Scheme does not apply to Your eWallet. This means that in the unlikely event that Moorwand Ltd became insolvent, your eWallet may become unusable and any funds associated with Your eWallet account may be lost. By using Your eWallet and by entering into this Agreement You are indicating that You understand and accept these risks.
- 16.7 As a responsible e-money issuer We take the security of Your money very seriously. Your funds are held in a secure client account, specifically for the purpose of redeeming transactions made via Your eWallet. In the unlikely event of any insolvency, funds that have reached Our account will be protected against claims by creditors. We will be happy to talk through any questions or concerns You might have. Please contact Our Customer Services team for further information.

## 17. YOUR PERSONAL INFORMATION

- 17.1 We collect certain information about the purchasers and the users of the eWallet in order to operate the eWallet programme. StyloPay Limited and Moorwand Ltd are data controllers in relation to Your personal data and will manage and protect Your personal data in accordance with the General Data Protection Regulations (GDPR) and UK Data Protection law.
- 17.2 We may transfer Your personal data outside the EEA to Our commercial partners where necessary to provide Our services to You, such as customer service, account administration, financial reconciliation, or where the transfer is necessary as a result of Your request, such as the processing of any international transaction. When We transfer personal data outside the EEA, We will take steps to ensure that Your personal data is afforded substantially similar protection as personal data processed within the EEA. Please be aware that not all countries have laws to protect personal data in a manner equivalent to that of the EEA. Your use of Our products and services will indicate to Us that You agree to the transfer of Your personal data outside the EEA. If You withdraw Your consent to the processing of Your personal data or its transfer outside the EEA, which You can do by using the contact details in clause 15.1, We will not be able to provide Our services to You. Therefore, such withdrawal of consent will be deemed to be a termination of the Agreement.
- 17.3 Unless You have provided Your explicit permission, Your personal data will not be used for marketing purposes by Us or Our commercial partners (unless You have independently provided Your consent to them directly), nor will it be shared with third parties unconnected with the eWallet scheme.
- 17.4 You have the right to request details of the personal information that is held about You, and You may receive this by writing to Us. Where legally permitted, we may charge for this service.
- 17.5 Please refer to the Privacy Policy of Moorwand, <a href="https://moorwand.com/about">https://moorwand.com/about</a> and the Privacy Policy of StyloPay available at the website <a href="https://stylopay.com/privacy.pdf">https://stylopay.com/privacy.pdf</a> for full details, both of which You accept by accepting the Agreement.

## 18. CHANGES TO THE AGREEMENT

- 18.1 If any changes are made, they will be publicised on Our Website at least 2 months before the changes take effect (unless the law requires or permits Us to make a more immediate change or in the event of a change to the exchange rate). Copies of the most up-to-date version of the Agreement will be made available on Our Website at all times and will be sent to you by email upon request free of charge at any point during the Agreement.
- 18.2 We will also notify you of any change to the Agreement by email at least 2 months in advance. You will be deemed to have accepted the change if you do not notify us otherwise prior to the date the change takes effect and continue to use the eWallet.If you

- do not accept the change, you may end this Agreement immediately and free of charge before the expiry of the notice.
- 18.3 There may be times when we will have to change this Agreement without notice or with a notice shorter than 2 months but this would happen in a very limited number of cases and only for legal, regulatory or security reasons, or to enable the proper delivery of the eWallet scheme. If this is the case, we will notify you of such changes with as much notice as possible, or as soon as possible after the change has taken effect if advance notice is not possible. Your right under clause 10.3 to terminate the Agreement at any time would not be affected.

#### 19. LAW AND COURTS

19.1 The Agreement, and your relationship with us arising out of or relating to the Agreement, will be governed by the law of England and Wales. However, if you are resident elsewhere in the UK, any relevant consumer protection law of your home jurisdiction that exceeds the consumer protection law of England and Wales will apply to the Agreement. All disputes arising out of or relating to the Agreement shall be subject to the jurisdiction of the courts of England and Wales.

## 20. ASSIGNMENT

20.1 We may assign the benefit and burden of this Agreement to another company at any time by giving You 2 months' notice of this. If We do this, Your rights will not be affected.

## 21. SEVERANCE

21.1 If any term or provision in the Agreement shall be held to be illegal or unenforceable, in whole or in part, under any enactment or rule of law, such term or provision or part shall to that extent be deemed not to form part of the Agreement but the validity and enforceability of the remainder of the Agreement shall not be affected.

## 22. CORPORATE/ADMIN USER

22.1 Corporate /Admin Users are users who operate the Corporate eWallet. All the above terms of usages and fees will be applicable to the Corporate/Admin Users as well, keeping all the inferences and conclusions intact.