



BUSINESS USER AGREEMENT

VERSION: 1.0

DATE: [-] DECEMBER 2025

1 ABOUT THIS AGREEMENT

- 1.1 These are the terms and conditions for your Taptap Send account and services. It forms a legal agreement (the **"Agreement"**) between:
 - 1.1.1 you, the Business in whose name we maintain the Taptap Send Account; and
 - 1.1.2 us, Taptap Belgium SA (**"Taptap Send"/"we"/"us"**).
- 1.2 You should read this Agreement along with our Privacy Policy.
- 1.3 By signing up for and using the services, you accept and agree to this Agreement. If you do not agree, you must not use our services.
- 1.4 We are a Belgian company registered under the BCE Nr. 0754.970.695 (RPM Brussels) in Belgium. Our registered office is at 31 Rue du Commerce, 1000 Bruxelles, Belgium.
- 1.5 We are authorised and regulated by the National Bank of Belgium ("NBB") as a payment institution in accordance with the law of 11 March 2018 regarding the legal status and supervision of payment institutions and electronic money institutions, and in accordance with Directive (EU) 2015/2366 on payment services in the internal market (PSD2).
- 1.6 You can contact us by phone or email. Please see the "Contact Us" section of our website for more details.

2 DEFINITIONS AND APPLICATION

- 2.1 In this Agreement we use the following definitions:

"Account Details" means the virtual International Bank Account Number and any other account details we provide to you to allow you or a third party to send money to your Wallet.

"App" means the Taptap Send mobile application, including any updates, upgrades, or versions thereof, through which services under this Agreement are provided.

"Authorised User" means the individual authorised to access, use or operate the Services on behalf of the Business.

"Business" means the limited company, sole trader, limited or public company, partnership, charity or trust that is our customer.

"Business Day" means a Belgian business day, ending at 17:00 CET.

"Destination Country" means the country in which the recipient receives money through a Service.

"Payment Instruction" means an instruction from you requesting us to make a Transfer.

“Payment Method” means the form of payment accepted by us to fund the Services. This may include debit cards, bank transfer, or any other method made available to you through your Wallet from time to time.

“PSD2 Law” means the Belgian law of 11 March 2018 on the status and supervision of payment institutions and electronic money institutions (as amended from time to time).

“Security Details” means the security credentials associated with your account.

“Services” are described at section 4.1.

“Service Provider” means a local bank, mobile network operator, or other third party service provider in a Destination Country which provides an account, cash pick-up, cash delivery, mobile wallet or similar services to a recipient.

“Third Party Provider” means a third party payment service provider authorised by you to access information online and/or make Transfers from the Wallet.

“Transfer” means the transfer of money to a designated recipient.

“Wallet” means an payment account registered in your name, which enables you to electronically hold, send and receive funds in the currencies supported by us.

- 2.2 **Corporate opt-out:** You agree that the following provisions of Book VII of the Belgian Economic Law Code do not apply to you under this Agreement: Articles VII.30 § 1, VII.32, § 3, VII.33, VII.42, VII.44, VII.46 and VII.47, VII.50, VII.55/3 to VII.55/7. Further, the notice period for terminating this Agreement is 30 days, not 2 months, and we can close your account for any reason regardless of whether that reason is listed in this Agreement. You will not be able to complain to the Financial Ombudsman Service.

3 OPENING A TAPTAP SEND BUSINESS ACCOUNT

- 3.1 To open an account and use the Services you must accept this Agreement and complete the account onboarding process. Your account consists of one or more Wallets which hold your funds.
- 3.2 The Business must be organised or registered in a country or territory that we support to use our Services.
- 3.3 The person who opens the account must be a director or sole trader owner (or authorised by a director). They are an Authorised User for the purposes of the Agreement, and the Business agrees:
- 3.3.1 they have full authority to enter into this Agreement and meet the obligations under it; and
 - 3.3.2 they will provide all the information we need during the account opening process.
- 3.4 Business accounts are for commercial or business purposes only. If you want to use Taptap Send for personal payments, you can open a personal account on the Taptap Send App.
- 3.5 Each Business is limited to having one registered business profile with Taptap Send through which to access the Services.
- 3.6 During the account opening process, and periodically afterwards, we will ask you to provide information and documentation about the Business. You agree:
- 3.6.1 to promptly update us of any changes to the Business information previously provided to us and any change in circumstances (for example, changes to: type of business, type of products or services, any dissolution, liquidation, insolvency event; licencing, company name, registered address, company registration number, tax identification number, value added tax registration number, legal entity identifier, nationality, legal entity type, and any contact details such as telephone, email address(es) and/or any changes in respect of directors, beneficial owners, controlling persons, authorised signatories);

- 3.6.2 to comply with any requests for further information and documents we require;
 - 3.6.3 any information and documentation provided to us is authentic, up-to-date, true and correct; and
 - 3.6.4 that we may, directly or through any third party, make any inquiries we consider necessary to validate the information you provided to us.
- 3.7 Only Authorised Users may access the Services. The Business may add and remove Authorised Users. You are responsible for removing the Authorised User if and when required (for example if that person is no longer employed by you). You acknowledge that:
- 3.7.1 after you have added an Authorised User, we will not verify their authority;
 - 3.7.2 we may disclose Business information about you to the Authorised User and we are not responsible for the Authorised User's use of that information;
 - 3.7.3 we will act on the instructions of your Authorised User as if the instruction came from the the Business; and
 - 3.7.4 disputes between the Business and an Authorised User relating to our Services are a matter between you and the Authorised User, we are not a party to any claim or dispute between you and your Authorised Users.

4 YOUR TAPTAP SEND SERVICES

- 4.1 Our services are:
- 4.1.1 Transfers: You don't need to have a Wallet to send money. You can send international money remittances to recipients via selected Service Providers in Destination Countries.
 - 4.1.2 Wallet: The Wallet is a payment account that allows you to hold, spend, request, send and receive money as well as convert multiple currencies.

Wallets

- 4.2 The Wallet allows you to hold, spend, send and receive funds and convert currency. You may hold your funds in any currencies that we support from time to time. If you convert funds into another currency in your Wallet, we will let you know any applicable fees and the exchange rate in the App at that time. You agree and accept all the risks associated with maintaining an account that can hold balances in multiple currencies including any risks associated with fluctuations in the relevant exchange rates over time.
- 4.3 You or your Authorised User(s) can access details of your transactions and balance information by logging into your account on our website.
- 4.4 You can receive funds into your Wallet:
- 4.4.1 by bank transfer using the Account Details provided by us, this allows you to receive funds into a bank account held by us, we then credit your Wallet with the amount (it is not a bank account number for a bank account held by you); or
 - 4.4.2 using another Payment Method, accepted by us from time to time.

- 4.5 We will credit your Wallet once we have received your funds. For some Payment Methods, e.g. debit card, we may credit the funds before we receive payment from your card issuer (subject to a right of reversal if the funds do not reach us).
- 4.6 It is your responsibility to ensure that there is always sufficient balance in your Wallets before you make a Payment Instruction.
- 4.7 We will provide you with monthly statements free of charge, where there have been payments into or out of your account since the last statement provided to you. You will receive your statements through your account on the website.

Making Transfers

- 4.8 To make Payment Instructions on the website you or your Authorised User(s) must:
 - 4.8.1 provide information about your Transfer including the amount to be transferred. Depending on the details of the Transfer, you must also provide recipient information that we request from you in the app, such as their:
 - 4.8.1.1 sort code and account number;
 - 4.8.1.2 mobile phone number associated with their own Service Provider account;
 - 4.8.1.3 IBAN (International Bank Account Number); or
 - 4.8.1.4 wallet address / ID.
 - 4.8.2 select which Payment Method you wish to fund the Transfer with;
 - 4.8.3 provide us with any additional information we may request relating to the Payment Instruction;
 - 4.8.4 authenticate the Payment Instruction; and
 - 4.8.5 confirm the Payment Instruction, this will be your consent to us for making the payment.
- 4.9 We will treat a Payment Instruction as received at the time you submit the Payment Instruction..
- 4.10 When you or your Authorised User(s) submit a Payment Instruction you authorise us to debit your Payment Method and initiate the Transfer. Once we receive the Payment Instruction we will start to execute the Transfer immediately. You or your Authorised User(s) cannot cancel or change it after it has been submitted.
- 4.11 You or your Authorised User(s) must make sure the Payment Instruction is accurate. For example, if you or your Authorised User(s) provide the wrong recipient details you will send the payment to the wrong account. We will do our best to help you get your money back, but you will be responsible for any loss if we are unable to. Therefore, it is important you check your instruction carefully before submitting it.
- 4.12 You are responsible for making sure that your designated recipients are legitimate/genuine. While we are committed to fighting fraud and will try to support you if you are subject to a scam, we are not responsible for loss or damages resulting from payments or transfers made by you to fraudulent third parties.
- 4.13 We will send the payment to the recipient's Service Provider within the following timeframes:
 - 4.13.1 Transfers in EUR or another EU currency to an account within the EEA: By the end of the next Business Day following the time of receipt of the Payment Instruction.
 - 4.13.2 Transfers in any other currency or to an account outside of the EEA: Within 4 Business Days following the time of receipt of the Payment Instructions.
- 4.14 Once we have sent the funds to the recipient's Service Provider, they will be responsible for making the funds available to the recipient. Sometimes, this can be delayed if the recipient's Service

Provider needs to undertake enhanced anti-money laundering checks on the transfer. Delivery times quoted on our website (or elsewhere) are representative for the “normal”/average service and are not a guarantee of an individual Transfer time.

- 4.15 If your Payment Method fails but we successfully deliver your Transfer, you agree to re-authorise the payment to us, or use an alternative Payment Method to ensure that you pay us the full amount owed to us promptly.
- 4.16 You may set up a recurring Transfer by entering the recipient details, the frequency of the Transfer and amount. We may need to ask for other information too. If a Transfer is scheduled to be paid in the future (like a recurring Transfer), you can cancel it in the App at any time before the end of the day before it is due to be sent.
- 4.17 When you send a Transfer to a business to pay for goods/services you, you acknowledge that:
 - 4.17.1 we are not an agent of the recipient;
 - 4.17.2 we are not responsible for any mistakes in the invoices or other notifications you receive that indicate the amounts you owe the recipients;
 - 4.17.3 we are not party to agreements between you and the recipient and do not determine any payment terms;
 - 4.17.4 we are not responsible if you do not complete a payment to a recipient;
 - 4.17.5 we are not responsible for the quality or delivery of any goods or services you pay for using our Services;
 - 4.17.6 we are not responsible for mediating disputes or enforcing any underlying arrangements you have with a recipient;
 - 4.17.7 invoices / bills may require a valid reference number - if you provide the wrong reference number you may send the Transfer to the wrong account and lose your money, we will not be able to get it back for you; and
 - 4.17.8 payment to us for a Transfer does not constitute payment to a recipient until they receive the Transfer, and then it may take several Business Days for a recipient to reflect the payment in their account system.

5 KEEPING YOU INFORMED

- 5.1 It is important that you keep your contact details up to date so we can contact you and provide notices.
- 5.2 We may contact you or any Authorised User through your account, by email, phone, or post.
- 5.3 If we contact you by post, we will send it to your main business correspondence address and / or registered office. You must notify us promptly if your contact details or those of any Authorised User change. If you fail to do so, we will not be responsible if you miss important information.
- 5.4 If you have a preferred contact method, we will use it where possible, but sometimes we may need to contact you or an Authorised Person in another way (e.g., as required by law).
- 5.5 For urgent matters, such as suspected fraud, we will contact you or an Authorised Person using the fastest and most secure method. You or the Authorised Person may need to verify your identity for security purposes.

6 YOUR OBLIGATIONS

Providing information

- 6.1 We will carry out security and customer due diligence checks on the Business (and other parties for example, the Authorised User and the recipient) in order to provide our Services. You agree to

provide us with accurate and truthful information about the recipient's identity and any identity documents we ask for.

- 6.2 We reserve the right to close, suspend, or limit access to your account or the Services in the event we are unable to obtain or verify any information related to you, recipients or a Transfer.

Security

- 6.3 You must make every effort to keep Security Details safe and prevent unauthorised access to the Services by ensuring that you and the Authorised User:
- 6.3.1 change any passwords regularly and ensure that it is not reused for other online services;
 - 6.3.2 not share Security Details with anyone, including us, and letting us know immediately if anyone asks you for Security Details;
 - 6.3.3 not let someone else (other than the Authorised User) use your Security Details and send Transfers (if you do this we will have to assume it's you and we will not be responsible for any losses you incur as a result of misuse or disclosure of information about your account by that third party);
 - 6.3.4 setting up 2-step authentication where prompted;
 - 6.3.5 keep email accounts secure and letting us know immediately if an email address becomes compromised;
 - 6.3.6 regularly update your device's browser to the latest version available;
 - 6.3.7 maintain your device's operating systems with regular security updates;
 - 6.3.8 maintain the latest anti-virus software on your device, where applicable; and
 - 6.3.9 contact us immediately if you suspect Security Details have been stolen, lost, used without authorisation, or otherwise compromised.
- 6.4 To contact us quickly, use the contact details set out above. Any delay in telling us affects the security of your account and may make you responsible for any financial losses.
- 6.5 If you lose money because your Security Details are lost, stolen, or used without your authorisation, and we believe you should have been aware, you will be responsible for any unauthorised payments.
- 6.6 You shall ensure that manipulation of data entries in relation to Transfers and personal data of recipients in your business operations, in particular improper use of computers or other devices by staff or unauthorised persons, is not possible, by providing and maintaining appropriate security devices, procedures, methodologies and protocols.

Limits on using the Services

- 6.7 You must not:
- 6.7.1 use our Services in connection with illegal activity, including but not limited to money-laundering, fraud, and the funding of terrorist/proliferation activities and/or organisations;
 - 6.7.2 use our Services in connection with sexually oriented materials or services, gambling activities, or buying or selling tobacco, tobacco-related products, firearms, prescription drugs or other controlled substances;
 - 6.7.3 misuse our Services by introducing viruses, trojans, worms, logic bombs or other materials which are malicious or technologically harmful or attempt to gain unauthorised access to our website, our servers, computers or databases;

- 6.7.4 use the Services in any manner that could be deemed false and/or defamatory, abusive, vulgar, hateful, harassing, obscene, profane, threatening, invasive of a person's privacy, or in violation of any third-party rights, in particular you must treat all our staff and representatives with courtesy and respect. Abusive, threatening, harassing, or otherwise offensive behaviour — whether verbal, written, or physical — will not be tolerated under any circumstances;
- 6.7.5 register more than one account with us;
- 6.7.6 use our Services for speculative trading;
- 6.7.7 use the Services to send Transfers on behalf of someone else;
- 6.7.8 sending or receiving what we believe to be potentially fraudulently gained funds;
- 6.7.9 provide false, inaccurate, or misleading information;
- 6.7.10 refuse to provide confirmation of any information you provide to us, including proof of identity, or refuse to co-operate in any investigation;
- 6.7.11 request a chargeback on a Payment Method you have used for a Transfer or to fund the Wallet in any way that may be illegitimate or abusive. Your bank will usually expect you to try to resolve these issues with us first before seeking a chargeback.

7 OUR RIGHT TO REFUSE, DELAY OR SUSPEND A PAYMENT INSTRUCTION OR THE SERVICES

Limits

- 7.1 You agree that we may apply limits to the amount you can a) load onto your Wallet; b) send to recipients and/or convert to other currencies within the Wallet. We may apply limits to your Transfers either on a per Transfer or an aggregate basis for anti-fraud or anti-money laundering purposes.
- 7.2 We might also limit the value of currency exchange you can carry out at one time or over a period of time.

Delays

- 7.3 We may delay a Service including (but not limited to):
 - 7.3.1 to verify the identity of you or recipient;
 - 7.3.2 to respond to any security alerts which we receive in relation to your use of the Services;
 - 7.3.3 to validate your Payment Instruction;
 - 7.3.4 if we suspect you may be scammed into making a Transfer;
 - 7.3.5 due to system outages within our Service Providers; and/or
 - 7.3.6 otherwise to comply with applicable law.

Refusing a Payment Instruction or suspending the Services

- 7.4 We may refuse any request to load funds to your Wallet or any Payment Instruction, or suspend your use of the Services if we believe that:
 - 7.4.1 it would put you over any applicable limits or you do not have sufficient money in your Wallet;
 - 7.4.2 the Payment Instructions contains incomplete, incorrect or improperly formatted information
 - 7.4.3 it would break this Agreement;

- 7.4.4 where we suspect someone else is trying to use the Services without your permission;
- 7.4.5 we believe it to be fraudulent (including where we suspect that you may be a victim of a scam);
- 7.4.6 we reasonably believe you may be acting illegally; or
- 7.4.7 we are required to do so by law.

- 7.5 We will generally inform you before or immediately after refusing a Payment Instruction or suspending your use of the Services, and provide our reasons for doing so. However, we will not provide reasons or any information if doing so is against the law or could compromise our security measures.

Court orders

- 7.6 If we are notified of a court order or other legal process affecting you, or if we otherwise believe we are required to do so in order to comply with court order, applicable law or regulatory requirements, we may be required to take certain actions, including holding payments to/from your Wallet, placing a reserve or limitation on your Wallet, or releasing your funds.

8 REFUNDS

Transfers

- 8.1 If you think money has been taken out of your account without your or an Authorised User's permission, you may ask us for a refund provided you tell us within 30 days of the date of the transaction. However, we can refuse a refund if:
 - 8.1.1 you have acted fraudulently; or
 - 8.1.2 you didn't keep your security details used to access your Wallet safe, didn't take reasonable steps to prevent misuse, or the payment was made before you told us they were lost or stolen.

Payments made incorrectly

- 8.2 If you notice an incorrect payment, you'll need to tell us within 30 days of the payment being taken. As long as you tell us within that time, we will reimburse your reasonable losses caused directly by our negligence or breaching the agreement where we could have reasonably foreseen the loss you incurred.
- 8.3 We'll do what we can to trace the payment and tell you what happened, but we may pass on our reasonable costs incurred for tracing and recovering the payment.
- 8.4 If we have executed the Transfer in accordance with your Payment Instruction, and that information was incorrect, we are not responsible. We will make reasonable efforts to recover the funds if possible. We may charge you a reasonable fee, reflective of our efforts, to do so.
- 8.5 Refunds will be credited to the Wallet in the same currency used to fund the Transfer.
- 8.6 We are not responsible for refunding Transfers made to pay for goods/services. The Business recipient to which you have made a payment will determine your eligibility for a refund. You, therefore, should contact the Business recipient directly for further details on obtaining a refund.

Wallet

- 8.7 You can request a withdrawal of the funds you loaded to your Wallet at any time.
- 8.8 If you request a withdrawal of balance from your Wallet, the balance will be returned to you in the currency in which you funded the Wallet (unless otherwise agreed in writing) at the exchange rate offered on the day you request the refund.
- 8.9 If you have a balance in your Wallet that you haven't spent for two years or more, we will take reasonable steps to contact you about withdrawing the balance. If we don't succeed in contacting you, we may return the money to the last known external account number we have on file for you.

9 OUR RESPONSIBILITY

- 9.1 We agree to provide the Services to you using reasonable care. You acknowledge that the Services may not be available, in whole or in part, in certain regions, countries, or jurisdictions.
- 9.2 Where you have made a claim for a refund under clauses 8.1.2 and 8.1.3 (Refunds), we will investigate your request and, if approved, process the refund no later than the end of the next working day following your request, or sooner where possible. Any claim must be supported by any relevant documentation.
- 9.3 If any loss that you suffer is not covered by a right to a refund, our liability is limited to the greater of: (i) the amount of any Service Fee that was paid to us; or (ii) EUR 500. This liability cap applies to any single Transfer, act, omission, or event and to any number of related Transfers, acts, and omissions or events.
- 9.4 We are not, in any event, responsible for damages caused by:
 - 9.4.1 hardware, software or internet connection outside our control not functioning properly;
 - 9.4.2 any failure to perform the Services due to abnormal and unforeseen circumstances outside our reasonable control, which may for example include delays or failures caused by problems with another system or network (including those of our Service Providers), mechanical breakdown or data-processing failures;
 - 9.4.3 any suspension or refusal to make, receive or otherwise facilitate payments which we or a Service Provider reasonably believes to be made fraudulently, in breach of this Agreement or without proper authorisation;
 - 9.4.4 Payment Instructions containing incomplete, incorrect or improperly formatted information;
 - 9.4.5 any delay or disruption to the Service caused by you, underlying Service Providers or market or product limitations;
 - 9.4.6 non-payment or delay in payment to a recipient or failure to perform a Transfer under the Services if you are in serious breach of this Agreement;
 - 9.4.7 us or a Service Provider meeting our obligations under any applicable laws, rules, or regulations; or
 - 9.4.8 errors with the Services caused by incomplete or incorrect information provided to us by you, the Authorised User or a third party.
- 9.5 We are not, in any event, responsible for any funds after they are made available to a recipient.
- 9.6 Neither we or our Service Providers (including our and their group companies, officers, agents, partners, contractors and employees) have any liability to you for lost profit, lost revenues, lost business, business interruption or lost business opportunity, or indirect or consequential damages. This is regardless of whether or not we had foreseen, or could have foreseen, or had been advised of, the possibility of such damages.

10 CHANGES TO THE AGREEMENT

- 10.1 We may make changes to this Agreement from time to time. If we do this, we will usually give you at least two months advance written notice before the changes take effect.
- 10.2 If you do not agree with any change, you may terminate your use of the service. If you do not object to the change within the time specified in the notice, we will take that as your acceptance of the change.

11 FEES AND EXCHANGE RATES

- 11.1 You may incur a fee when you use parts of our Services. You must pay any applicable transaction fees. Transaction fees are due when you submit your Payment Instruction, and are non-refundable.
- 11.2 When you make Transfers in a different currency from the one in which your Wallet is denominated (e.g. you pay in EUR to receive an equivalent amount in a different currency) we will apply our exchange rate (which may change at any time) and any applicable transaction fees at the time of conversion. The exchange rate is the rate set by us for the relevant currency pair and Service, which will generally change on a daily basis. For some currencies, there will be a difference between the exchange rate at which we buy foreign currency and the exchange rate provided to you, which is designed to cover our costs. We will tell you our rates and any charges when you request this service.
- 11.3 You are responsible for any taxes which may be due by you because of your use of our Services, and it is your responsibility to collect, report and pay the correct tax to the appropriate tax authority.
- 11.4 Others might impose taxes, fees or charges on the recipient, e.g. a Service Provider may charge a fee to withdraw the Transfer.
- 11.5 You agree that we are authorised to deduct our fees, or any other amounts you owe us from your Wallet. If you don't have sufficient funds in your Wallet to cover these amounts, we may refuse to provide any Services to you.

12 ENDING THE AGREEMENT

- 12.1 This Agreement will continue until you or we end it. If you want to close your account, you should withdraw your funds within a reasonable time before your account closes.
- 12.2 You and we can end this Agreement and your access to the Services at any time. You and we can also end this Agreement by providing one (1) month's prior written notice.
- 12.3 We can end this Agreement and your access to the Services immediately, if:
 - 12.3.1 we reasonably believe you are using the Services fraudulently or illegally;
 - 12.3.2 we must do so under any law, regulation, court order or ombudsman's instructions;
 - 12.3.3 if you haven't given us any information we need to help us meet our legal and regulatory obligations to prevent financial crime, or we reasonably believe that information you have provided is incorrect or not true; or
 - 12.3.4 if you have broken this Agreement in a serious or persistent way, and you haven't put the matter right within a reasonable time of us asking you to.
- 12.4 We will inform you if we end the Agreement immediately as soon as we can, if the law allows.
- 12.5 When this Agreement ends, we will stop processing any new Payment Instructions. We will continue processing Payment Instructions that were submitted and are still pending when the Agreement ends. Your payment obligations to us will continue after the Agreement ends (for example, if you owe us money because of a reversal you will remain responsible for paying us even after this Agreement ends).

- 12.6 When this Agreement ends, you must withdraw funds from your Wallet. At the time of termination if you still have funds in your Wallet you will no longer have access to them, but you can obtain a refund by contacting us.

13 COMPLAINTS

- 13.1 If you have a complaint about the Services, please contact our Customer Service Team through the website.

14 INTELLECTUAL PROPERTY

- 14.1 The Services, the website, the content, and all intellectual property relating to them and contained in them (including but not limited to copyrights, patents, database rights, trademarks, and service marks) are owned by us, our affiliates, or third parties. All rights, title, and interest in and to the Taptap Send website and the Services remain our property and/or the property of such other third parties.
- 14.2 The Services may be used only for the purposes permitted by the Agreement or described on our website. You may not duplicate, publish, modify, create derivative works from, participate in the transfer or sale of, post on the internet, or in any way distribute or exploit the Taptap Send website, Services, or any portion thereof for any public or commercial use without our express written permission. You may not: (i) use any robot, spider, scraper, or other automated device to access the Services; and/or (ii) remove or alter any copyright, trademark or other proprietary notice or legend displayed on the Taptap Send website (or printed pages of the website). The name "Taptap Send" and other names and marks of ownership of Taptap Send's products and/or services referred to on the Taptap Send website are our exclusive marks or the exclusive marks of other third parties. Other products, services and company names appearing on the website may be trademarks of their respective owners, and therefore you should not use, copy, or reproduce them in any way.

15 ELECTRONIC COMMUNICATIONS

- 15.1 You acknowledge that this Agreement is entered into electronically, and that the following categories of information ("**Communications**") may be provided by electronic means:
- 15.1.1 this Agreement and any amendments, modifications or supplements to it;
 - 15.1.2 any initial, periodic or other disclosures or notices provided in connection with the Services, including without limitation those required by law;
 - 15.1.3 any customer service communications, including communications with respect to claims of error or unauthorised use of the Services; and
 - 15.1.4 any other communication related to the Services or us.
- 15.2 The Services do not allow for Communications to be provided in paper format or through other non-electronic means. You may withdraw your consent to receive Communications electronically, but if you do, your use of the Services will be terminated. To withdraw your consent, you must contact us by email.
- 15.3 Any notice to be given under this Agreement must be given in writing and delivered by email. We may give notice to you by sending an email to any of the email addresses registered for your account.

16 GENERAL

- 16.1 Governing Law: The laws of Belgium apply to this Agreement.
- 16.2 Disputes: Any disputes about our Services as provided under this Agreement must be brought in the courts of Belgium.
- 16.3 Data Protection: You consent to us accessing, processing and retaining your personal data for the purpose of providing payment services. All personal data provided to us will be treated in accordance with our Privacy Policy, which forms part of this agreement. You can withdraw your

consent at any time. This would not affect the lawfulness of data processing that has taken place before such withdrawal of consent. If you withdraw your consent, we may not be able to provide the Services to you.

- 16.4 No Third Party Rights: Only you and we have any rights under the Agreement.
- 16.5 Language: The language of this Agreement is English. All communications relating to it will be in English. If you opt to use the Website in a language other than English, you agree to the provision of communications in that language or English. While we do our best to translate the Website and other communications, it is the interpretation in English that ultimately applies.
- 16.6 Waiver: If you break the Agreement and we don't take action right away, we can still enforce our rights later.
- 16.7 Transfer of rights: You may not transfer any of your rights or obligations under this Agreement to anyone else. We may transfer or assign this Agreement and/or any/all of our rights under this Agreement at any time without your consent.
- 16.8 Entire Agreement: This Agreement is the entire agreement between you and us. It replaces any earlier understandings, agreements, or discussions between you and us about the subject matter of this Agreement, use of the App and/or our Services.
- 16.9 Severability: If any provision of this Agreement is found to be void, illegal or unenforceable, the remaining provisions will not be affected.
- 16.10 Relationship: Nothing in this Agreement is intended to or shall operate to create a partnership or joint venture of any kind between us. Neither of us is authorised to act as agent for the other, and neither shall have authority to act in the name of or on behalf of or otherwise bind the other in any way.
- 16.11 Safeguarding: When you add money to your Wallet or make a Transfer that hasn't yet completed, we hold your money safely. We do this by insuring under a EUR insurance contract or placing it into EUR client money bank accounts that we hold at major banks, separate from our own money. This is called "safeguarding". We safeguard any money we hold for you until you pay it out to a recipient or we refund it to you. This means that if we ever become insolvent, you will be paid from the proceeds of insurance and/or funds in these dedicated client money bank accounts in priority to other creditors in accordance with applicable law.
- 16.12 Taptap Send is not a bank: Your funds held with us are not insured by any deposit protection scheme, including the Guarantee Fund and Protection Fund. The Account Details that we provide to you are a means to receive funds into your Wallet and not an account number for a bank account held by you.