Griffin

Griffin Bank Limited — Service Terms: Support Service Schedule

Dated 2025

1. ABOUT THESE SERVICE TERMS

1.1 These Service Terms set out how we provide our support services to our customers and our expectation of you to provide support services to the Authorised Users in tripartite arrangements.

1.2 These Service Terms are subject to our General Terms and Conditions. These Service Terms, together with any other Service Terms and Standards are incorporated by reference in the General Terms and Conditions shall form the agreement between you and us.

2. SUPPORT SERVICES PROVIDED BY OUR BUSINESS PARTNER

2.1 Telleroo will provide you with the support services in accordance with Annex 1 to this Schedule.

3. SUPPORT SERVICES PROVIDED BY US TO YOU

3.1 Please contact Telleroo & support@telleroo.com in the first instance for any support services. If they fail to provide you with the services as required, our Customer team at support@griffin.com will be able to help as a point of escalation.

Annex 1 - Guide for Direct Customers providing support to tripartite products

Introduction

Telleroo is Griffin's Direct Customer (DC). You as the account holder are a Tripartite Customers (TC).

When entering into a tripartite arrangement to provide a Griffin product to our Direct Customers (DCs) and Tripartite Customers (TCs), Griffin is seen as entrusting our customer support function to our DCs. At Griffin we are committed to upholding the highest standards of service and regulatory compliance when delivering products and services directly or via a tripartite arrangement. Our approach to outsourcing customer services in this respect, is intended to safeguard our customers' interests and maintain the level of service expected by all users of our products. This document outlines the expectations that Griffin has of our DCs, when servicing a customer in a tripartite relationship with Griffin.

1. **Communications and Brand.** Griffin will ensure DCs have a strong understanding of all relevant products and services. Griffin will provide DCs with proper documentation and communications that are a true reflection of Griffin's products, services, values, and behaviours.

2. **Best Practice.** Griffin provides DCs with operational documents that set out what good practices look like and what outcomes they should be aiming to provide. Through adequate and ongoing communication, we expect our DCs to extend the same level of professionalism and service to the TCs to ensure the Griffin brand is not negatively impacted by any form of mismanagement by the DC.

3. **Data Security.** GDPR and data/information security: Griffin's DCs must be compliant with our Data Stewardship Policy, including data and record retention. DCs will maintain data security standards outlined in our Master Service Agreement (MSA), following the principles of confidentiality, availability, and integrity.

4. **Vulnerability and Complaint Management.** We at Griffin have a responsibility to our customers and regulators to deliver good outcomes to all of our customers. When vulnerable customers are identified via the DC, we, Griffin, and the DC must ensure they are supported to achieve good outcomes from the products and services that we offer. In the event that a complaint is made against a DC or Griffin, relating to Griffin's products and services, Griffin will have a responsibility to respond to and handle the complaint and pass along the proper communications to the DC for TC case management.

5. **Effective Risk Communication.** To ensure effective risk communication with our service partners, Griffin Bank utilises the following:

    (a) **Product-specific Terms:** Detailed terms in the contracts that DCs must convey unchanged to customers during their service journey.

    (b) **Standards Documentation:** Operational guidelines outlining best practices and desired outcomes, providing an outcome-focused framework for operational excellence.

6. **Monitoring and Feedback.** Griffin will conduct Quarterly Business Reviews (QBRs) with our customers (DCs) to ensure consistently high levels of service are maintained. KPIs and metrics relevant to the products used by each customer will be available for review, including, but not limited to:

- Complaints
- Avg first response time to inquiries
- Avg time to close inquiries
- Prior quarter incidents (if any)

Our Customer Success team strives to create a feedback loop to collect insights into our products and services as well as information on our customers' expectations. For more information on our policies and guidelines, please visit our official website and policy management portal. We remain committed to delivering superior customer experiences while upholding the highest standards of service and security. If you have any questions about the implementation of your guidelines, please contact support@griffin.com.