

RHB TravelFX Card Terms and Conditions (“Terms and Conditions”)

Consumer Advisory: Wirecard Singapore Pte. Ltd. (“Wirecard”) is the issuer of the RHB TravelFX Multi-Currency Card. RHB Bank Berhad (“RHB”) is the distributor of the RHB TravelFX Multi-Currency Card. Wirecard, the holder of RHB TravelFX Multi-Currency Card stored value facility, does not require the approval of the Monetary Authority of Singapore. Consumers (users) are advised to read these terms and conditions carefully.

Welcome to RHB TravelFX Multi-Currency Card

Your use of your RHB TravelFX Multi-Currency Card is governed by these Terms and Conditions between you and Wirecard Singapore Pte. Ltd. (referred to hereinafter as “**Wirecard**”). By activating your Account you agree to be bound by these Terms and Conditions. You are advised to read these Terms and Conditions carefully.

1. Definitions and Construction

Account – means the corresponding RHB TravelFX Card account linked to your Card, loaded with one or more Currency Wallets that provide access to prepaid payment functions and your Available Balance. An Account may hold multiple Currency Wallets.

Account Fee Schedule – means the schedule of fees and charges in respect of your Account set out in Clause 5.9.2 as may be amended from time to time and notified to you, and made available on RHB website at www.rhbgroup.com.sg.

Applicable Law – means any Singapore law, rule, statute, subordinate legislation, regulation, by-law, order, ordinance, protocol, code, guideline, treaty, policy, notice, direction or judicial, arbitral, administrative, ministerial or departmental judgment, award, decree, treaty, directive, or other requirement or guideline published or in force at any time which applies to or is otherwise intended to govern or regulate any person (including all parties to these Terms and Conditions), property, transaction, activity, event or other matter, including any rule, order, judgment, directive or other requirement or guideline issued by any governmental or regulatory authority;

ATM – means an automated teller machine that accepts the Card for cash withdrawals and balance enquiries.

Auto Wallet Transfer – means the automatic transfer of funds from one Currency Wallet, to another Currency Wallet with insufficient funds so as to allow a transaction to be completed. Auto Wallet Transfers will be completed at the Conversion Rate.

Available Balance – means the total monetary value available to you in your Account for transactions using the Card, being the total value of all Currency Wallet(s) less any applicable tolerance limits, which may apply to certain transactions.

Card – means the RHB TravelFX Multi-Currency Card bearing the VISA logo issued and available to you for your use upon activation. Where applicable, the term means collectively, all cards attached to your Account.

Cardholder Portal – means RHB’s TravelFX Multi-Currency mobile application that you log on to, to access the secure elements of your Account.

Conversion Rate - means the exchange rate applicable for all Auto Wallet Transfers as determined by Wirecard from time to time and set out in the Account Fee Schedule.

Currency Order – means, when you have more than one Currency Wallet loaded on your Account, the order in which funds in your Currency Wallets will be used for transaction or fee settlement.

Currency Wallet - means a part of your Account that holds funds in a particular Supported Currency loaded onto your Account.

Customer Services – means our dedicated call centre at 1800 323 0100 (Toll free within Singapore) or +603 9145 1388 (if calling from overseas).

Default Wallet– means your primary Currency Wallet which will hold funds in Singapore Dollars (SGD).

Force Majeure Event - means any cause beyond the control of Wirecard, RHB, or you, including without limitation, acts of God, acts of civil or military authority, fires, strikes, lockouts or labour disputes, epidemics, governmental restrictions, wars, terrorist acts, riots, earthquakes, storms, typhoons, floods and breakdowns in electronic and computer information and communications systems.

KYC – means “know-your-client”.

Negative Balance – means a negative Available Balance, which may arise due to, amongst others, the debits on your Account exceeding the total value of all your Currency Wallets.

PIN – means a personal identification number for transactions using a physical Card, and/or ATM.

RHB – means RHB Bank Berhad, who acts, through its Singapore branch, as the distributor of the Cards and the loading channel for loading of the prepaid funds onto the Account / Card.

Supported Currency – means Singapore Dollars (“**SGD**”), United States Dollar (“**USD**”), Euro (“**EUR**”), Great British Pounds (“**GBP**”), Australian Dollars (“**AUD**”), Canadian Dollars (“**CAD**”), Hong Kong Dollars (“**HKD**”), Japanese Yen (“**YEN**”), Swiss Franc (“**CHF**”), New Zealand Dollar (“**NZD**”), Thai Baht (“**THB**”) and other such foreign currencies as notified by us to you from time to time on the Cardholder Portal.

Unsupported Currency – means a currency other than a Supported Currency.

Website – means the website www.rhbgroup.com.sg or any future URL applicable to RHB.

“**We**”, “**us**”, “**our**” – means Wirecard.

“**You**”, “**Your**” – means the natural person named on the Account entering into these Terms and Conditions.

In these Terms and Conditions, unless the context otherwise requires:

- (a) a reference to this Terms and Conditions or to these Terms and Conditions is a reference to these Terms and Conditions as the case may be, as varied, amended, supplemented, replaced from time to time;
- (b) words in the singular number include the plural number and vice versa;
- (c) where a word or phrase is defined, its grammatical forms have a corresponding meaning.

2. Introduction

2.1 *Scope of Use*

- 2.1.1 The Card is a prepaid stored value facility which allows you to hold stored value in multiple Supported Currencies in your Account and make transactions using the Available Balance. In order to make use of your Card, you will have to activate your Card and load funds onto your Account in accordance with these Terms and Conditions. Subject to the limitations contained in Clause 5.8, once your Card is activated and loaded, you may use your Card to:

(a) make purchases of goods and services from any merchant (including physical retail stores or online e-commerce platforms) which accepts VISA prepaid cards for payments; and

(b) make cash withdrawals from ATMs outside of Singapore which accept VISA prepaid cards.

2.1.2 Please note that your Card is not a credit facility and does not function like a credit card. In this regard, transactions made using the Card will only be authorised to the extent that there is sufficient Available Balance in your Account for payment settlement of the transactions. The prepaid Account tied to your Card is also not a savings or checking account and no interest shall be payable to you on the Available Balance stored in your Card.

2.2 **Eligibility for Card Registration**

By signing up for a Card and the corresponding Account, you represent and warrant that:

- (a) you are at least eighteen (18) years of age;
- (b) you have a residential address in Singapore or Malaysia;
- (c) you are eligible to register for and use the Card and the corresponding Account;
- (d) you have the full right, power, and legal authority to enter into this Agreement; and
- (e) you are not impersonating any other person, operating under an alias or otherwise concealing your identity.

We shall be entitled, in the exercise of our sole discretion, to (i) refuse your application or to terminate your use of the Card and the corresponding Account if you fail to fulfil any one of the eligibility criteria above, and/or (ii) change the eligibility criteria for registration at any time.

2.3 **Signing up and KYC Process**

2.3.1 You have the option to sign up for a Card at RHB's roadshow, or you may choose to do so yourself via the Cardholder Portal available through Google Playstore or Apple AppStore. However, in order to receive your Card, you agree that we shall be entitled to undertake identification, credit, anti-money laundering/countering the financing of terrorism, KYC and other necessary checks and screenings required by the Monetary Authority of Singapore (MAS) or otherwise to comply with our internal compliance policies or Applicable Laws, at any time we deem necessary, whether directly or through third parties. In this regard, you shall do all things necessary to enable us to perform such checks – this includes supplying us with the applicable personal identification information, documentation and other evidence as we may request from time to time ("**KYC Information**").

2.3.2 In this regard, RHB is authorised by Wirecard to collect your personal data and to conduct such checks and screenings as described in Clause 2.3.1 on our behalf, whether such checks and screenings are conducted by RHB or through third parties. You shall submit the required information (including all KYC Information) to RHB promptly upon signing up for a Card and at any other time that we or RHB may require, and agree to our and RHB's collection, use, disclosure and processing of your KYC Information for such checks and screenings.

2.3.3 You represent and warrant that you have the power and authority to provide all KYC Information which you submit to us.

2.3.4 We reserve the right to refuse your loading of any Account or Card, and may suspend or terminate your use of the Card if (a) you fail to submit KYC Information as requested to our satisfaction within the time limits we set, (b) you submit inaccurate or incomplete KYC Information; or (c) we cannot verify your identity based on your KYC Information submitted.

2.4 **Loading your Account**

2.4.1 Subject to Clause 2.3.4, you may load your Account in Singapore Dollars either:

- (a) from your RHB accounts in Singapore; or
- (b) via online bank transfer to RHB in the manner stated on the Cardholder Portal from time to time; or
- (c) by way of cash deposit over the counter at the RHB Bank Cecil Street Branch in Singapore.

You will be notified through the Cardholder Portal notification of the successful top-up / loading of your Card / Account. In case of any disputes regarding the loading of your Account, please contact RHB's Customer Services directly in the manner set out in Clause 2.7.1 below.

- 2.4.2 The amount of funds which you may load onto your Account is subject to the load limits outlined in the schedule set out in Clause 5.9.

2.5 ***PIN Set Up Upon Activation***

You must activate your Card via the Cardholder Portal and select your six (6) digit payment PIN for your Card. Once you have successfully activated your Card, set up your payment PIN, and loaded funds onto your Account, you may use your Card to conduct transactions in accordance with these Terms and Conditions. Your selected PIN must be designated by you and must not be shared or stored with any other person.

You are responsible for maintaining adequate security and control of your PIN or any other codes that you use to access the services provided under these Terms and Conditions. In order to increase the security strength of your PIN, you are advised to avoid unsuitable PINs such as:

- (a) birth dates, months or years in any form or combination;
- (b) sequential numbers (such as 3456) and easily identifiable number combinations (such as 111111);
- (c) any of the blocks of numbers on your Card; and
- (d) other easily accessible personal data such as parts of personal telephone numbers or drivers' licence or other numbers which others may easily associate with you.

If you believe that anyone has gained unauthorised access to any of your PINs, you should contact Customer Services immediately or log onto the Cardholder Portal and follow the procedures set out in Clause 7 on Unauthorised Transactions below.

2.6 ***Customer Services***

- 2.6.1 Unless otherwise stated in these Terms and Conditions, should you have any request, issue, or any complaint regarding the Card, you may contact our Customer Services (24 x 7)

You agree that Wirecard and/or RHB may (i) monitor and/or record any conversations you may have with our Customer Service officers; and (ii) use such recordings or electronic transcripts from such recordings for quality assurance and training purposes or as evidence in any dispute or anticipated dispute.

- 2.6.2 Should you have any urgent request to disable or block the Card, you may consider doing so via the Cardholder Portal or call our Customer Services.

3. **Multi-Currency Wallets**

- 3.1 You may only load your Account in Singapore Dollars and do a wallet transfer to any of the Supported Currencies based on your international travel needs. If any funds are transferred between any of your Currency Wallets held in your Account for completing a transaction, such transfer will be subject to the Conversion Rate.

3.2 ***Currency Order***

When there is more than one Currency Wallet on your Account, a Currency Order (in the priority order as set out in the Cardholder Portal) will apply. This Currency Order is important for some transactions; for further details on this, please see Clause 5.4 on "About Currency Transactions".

4. Using your Account

4.1 *Where you can use your Account*

4.1.1 You should treat your Card with the same care as you would treat cash. Any Available Balance lost due to a lost or stolen Card and/or PIN may not be reimbursed in full or in part. YOU SHOULD SIGN YOUR SIGNATURE ON THE SIGNATURE PANEL OF YOUR CARD IMMEDIATELY UPON RECEIPT AND BEFORE USE OF YOUR CARD.

4.1.2 Only you, the cardholder, is authorised to use your Card and the associated Account. You can use your Card to access the Available Balance on your Account to purchase goods and services from merchants who accept VISA branded payment cards. This includes purchases over the internet. However, some merchants or financial institutions may not accept payment made via your Card or Account. We are not liable in such cases. You may also use your Card to withdraw Available Balance on your Account at any ATM (outside of Singapore) which accepts VISA branded payment cards. When using your Card to withdraw funds from your Account at ATMs, select the 'credit' option and not the 'cheque' or 'savings' options. You will then be required to enter your payment PIN to authorise and complete the transaction.

4.1.3 Your Card and its corresponding Account may only be used to make any transactions or withdrawals if it has a positive Available Balance. We will not under normal circumstances authorize transactions for a transaction or withdrawal amount which is larger than your Available Balance. However, if such transactions are processed, you shall be liable to us for any Negative Balance thereby caused plus any applicable fees, along with any costs incurred by us or any other relevant third party in recovering or attempting to recover from you the amount of Negative Balance that you owe. For the avoidance of doubt, if a Negative Balance arises, that does not mean that a Negative Balance will be allowed to arise or be increased on subsequent occasions.

4.1.4 Under certain circumstances, where your Available Balance is not adequate to cover the transaction amount, you may request the merchant to charge a part of the transaction to your Account and pay the remaining amount with cash or another form of payment (i.e. conduct a split transaction). That said, please note that some merchants do not allow split transactions and you shall not hold us liable in such cases.

4.1.5 Each time you make a transaction or withdrawal, your Account will be debited immediately by the amount of such transaction or withdrawal, plus any applicable fee and any other amount that we may deduct from your Account under these Terms and Conditions. The Available Balance on your Account will be reduced accordingly.

4.2 *Fees and Charges*

4.2.1 Account fees and charges apply to certain transactions, enquiries and services. All fees and charges that relate to the use of your Card and Account are detailed in the Account Fee Schedule. All applicable fees and charges (unless otherwise specified) will be deducted from your Available Balance.

4.2.2 Unless otherwise specified in these Terms and Conditions, all Account fees and charges as listed will be deducted from your Default Wallet in the first instance. If there are insufficient funds in your Default Wallet to satisfy the payment of such Account fees and charges, then the underlying transaction leading to such fees may be declined, or an Auto Wallet Transfer of funds into your Default Account (from another Currency Wallet under your Account) may take place. The exception to this rule is the international ATM withdrawal fee, which will be deducted in the manner set out below:

- (a) If the international ATM withdrawal is conducted in a Supported Currency, the international ATM withdrawal fee will be deducted from the Currency Wallet containing such Supported Currency.
- (b) If the international ATM withdrawal is conducted in an Unsupported Currency, the international ATM withdrawal fee amount will be deducted in SGD from your Default Wallet.
- (c) If there are insufficient funds in the Currency Wallet that the fee is being deducted from, then an Auto Wallet Transfer will occur.

You may refer to Clause 5.4 on “About Currency Transactions” below for further details on Auto Wallet Transfers.

- 4.2.3 In addition to our ATM fees as listed in the Account Fee Schedule below, some ATM operators may also charge an additional ATM operator fee (“**ATM Operator Fee**”). Where applicable, when you make an ATM withdrawal, the relevant amount of ATM Operator Fees will be added to the total transaction amount (along with any of Wirecard’s imposed fees) and be deducted from your Available Balance. If the ATM Operator Fee does not relate to an ATM withdrawal (e.g. where the ATM Operator Fee is charged for reviewing balance enquiries), the fee will be deducted separately from your Available Balance. Depending on whether your ATM withdrawal is made in a Supported or Unsupported Currency, there may be differences in the manner in which your funds are deducted from your Account. Please see Clauses 5.4.1 and 5.4.2 below for more information. You are advised that NOT all ATM operators advise you of their ATM Operator Fees before you withdraw money from or make balance enquiries at their ATMs.

5. Managing your Account

5.1 *Balance enquiries.*

- 5.1.1 You can check the balance of any Currency Wallet in your Account by logging on to the Cardholder Portal, or by contacting Customer Services in the manner set out in Clause 2.6 above. You can also check your balance through an ATM (outside of Singapore) - where you have more than one Currency Wallet on your Account, an ATM balance enquiry will show the aggregate Available Balance of all the funds in all your Currency Wallets within your Account in the local currency of the ATM. Some ATM operators may also charge a separate ATM Operator Fee for ATM balance enquiries, which will be deducted from your Available Balance. You may refer to Clause 5.4.1 and 5.4.2 below on Supported Currency Transactions and Unsupported Currency Transactions to determine from which of your Currency Wallets such ATM Operator Fees will be deducted.

5.2 *How to protect your Card, PIN and password.*

- 5.2.1 Your Card and the corresponding Account shall be for your use only and may only be used after the Card has been activated in accordance with these Terms and Conditions. You are responsible for keeping your PIN and password confidential and secure. In this regard, you must not:
- (a) keep any written record of your PIN or password;
 - (b) allow another person to see your PIN or password;
 - (c) keep your PIN or password in a form that can be readily identified as the PIN or password to your Card;
 - (d) disclose your PIN or password to any other person (including your family members or spouse); or
 - (e) carry your PIN or password with your Card or store them in your mobile devices.
- 5.2.2 You must set a password to be able to log onto your Cardholder Portal. Using your Card, go to the Cardholder Portal and set up your access to the Cardholder Portal. You must protect your password and not disclose it to any person or record it anywhere, and ensure the password you choose is not obvious or easily guessed (for example, do not use your date of birth, any

part of your name, family, pet or street names). We may also need you to provide additional information to authenticate you when logging into your Cardholder Portal.

- 5.2.3 If you forget your password or believe it may have been compromised, you should contact Customer Services as soon as possible. You may reset your password by logging onto your Cardholder Portal at any time you wish.

5.3 ***Transferring funds between Currency Wallets.***

You will be able to transfer funds loaded onto your Account from one Currency Wallet to another Currency Wallet on your own accord. However, if there is insufficient balance in one Currency Wallet then any funds transferred between your Currency Wallets to complete a transaction (Auto Wallet Transfer of funds) or withdrawal (including satisfying any associated fees and charges) will be converted at the Conversion Rate.

5.4 ***About Currency Transactions.***

- 5.4.1 ***Supported Currency Transactions:*** When you withdraw money from an ATM outside of Singapore, make a purchase, or where an ATM operator charges you an ATM Operator Fee, in each case in a Supported Currency that you have loaded on your Account, the transaction amount including any fees payable will be deducted from the relevant Currency Wallet holding such Supported Currency. However, if you have insufficient funds in that Currency Wallet, an Auto Wallet Transfer will be made at the Conversion Rate from the next available Currency Wallet you have nominated in your Currency Order to the first mentioned Currency Wallet. The full transaction amount may be funded from multiple Currency Wallets available on your Account. Auto Wallet Transfers will be made from other Currency Wallets (in the order listed in your Currency Order) to the Currency Wallet holding the transaction currency until the latter Currency Wallet holds sufficient funds to settle the transaction amount including any fees payable.

- 5.4.2 ***Unsupported Currency Transactions:*** When you withdraw money from an ATM outside of Singapore, make a purchase, or where an ATM operator charges you an ATM Operator Fee, in each case in an Unsupported Currency, funds in SGD from your Default Wallet will be debited and converted to the Unsupported Currency at the VISA conversion rate for settlement purposes. If your Default Wallet has no funds, or insufficient funds, then the funds from the first or next available Currency Wallet in your Currency Order will be debited and converted to the Unsupported Currency at the VISA conversion rate for settlement purposes. The full transaction amount may be funded from multiple Currency Wallets available on your Account.

- 5.4.3 ***Dynamic Currency Conversion:*** Some ATM operators and merchants may offer you the ability to complete a transaction in a currency other than the local currency of the territory in which they are located ("**Alternative Currency**"). In this situation, the merchant or ATM operator will apply a foreign exchange margin to the applicable conversion rate when converting the transaction currency into the Alternative Currency, and will likely add further costs to your transaction. If you are withdrawing funds from an ATM that dispenses Alternative Currencies, the ATM operator may convert the amount being withdrawn first into the local currency before converting it back to the Alternative Currency being dispensed. This may occur even when the Alternative Currency being dispensed is a Supported Currency stored in one of your Currency Wallets. As a result, the actual amount debited from your Account may be greater than the amount which is dispensed by the ATM. Not all ATM operators will notify you of the amount to be debited from your Account before you withdraw funds from their ATM, and you acknowledge that you make such withdrawals at your own risk.

5.5 ***Errors and transaction disputes***

- 5.5.1 You should retain all vouchers and transaction records, transaction advices and receipts issued by merchants and ATMs, and check all transactions details and entries by reviewing your transaction records and history (which may be accessed on your Cardholder Portal or via Customer Services) on a regular basis. It is your responsibility to regularly review, reconcile and verify the correctness of your transaction history and details and promptly report to us any

discrepancy, errors, omissions or unauthorised transactions in relation thereto. Details in the entries of your transaction history reflected on your Cardholder Portal are presumed to be true and correct unless you notify us in writing of any disputes or inaccuracies thereon within three (3) months from the time of transaction.

Disputes relating to errors

- 5.5.2 If you believe an accounting error has occurred with regard to the Available Balance in your Account, or records of your transaction history, you must notify and report such errors to us as soon as possible, in any case within three (3) months from the date of the disputed transaction. You may do so by downloading a Dispute Form from the Cardholder Portal and submit it to us via email at fxcards_cs@rhbgroup.com. You are required to provide your proof of transaction along with as much relevant information surrounding such disputed transaction as you can. Once we have received your completed Dispute Form, we will investigate such errors and will acknowledge receipt of your Dispute Form in writing within ten (10) business days. Unless you have not complied with our request for information or there are exceptional circumstances impeding our investigations (in which case we will write to you to let you know), we will complete the transaction investigations (in most cases) within forty five (45) business days of acknowledging the receipt of the Dispute Form and thereby notify you of the outcome. Any decision made by Wirecard in the resolution of such dispute shall also be final and in the sole discretion of Wirecard.
- 5.5.3 If we determine any transaction error or dispute to be attributable to our fault or the fault of our services providers (including RHB), we will take steps to rectify such errors and make the appropriate refunds to your Card and/or Account where necessary. However, if on reasonable grounds we decide that any such errors or defaults are not attributable whether directly or indirectly to us, RHB or our service providers, we will notify you of our decision in writing and shall not be obliged to take any further action. Unless a transaction or recording error is due directly to our fault, we shall have no liability to you.

Disputes regarding non-delivery or unauthorised transactions

- 5.5.4 You cannot stop or reverse a payment on any transaction after it has been authorised or completed. However, if you would like to receive a refund after conducting a transaction with a merchant, you should approach the merchant directly with your request. If the merchant in its discretion or subject to its refund policy decides to process your request for a refund, it must issue a valid refund voucher to Wirecard to make a refund to you. We can only credit your Account with the refund after we have received such voucher from the merchant.
- 5.5.5 For the avoidance of doubt, Wirecard is not a party to any transaction for sale and purchase of goods and services between you and any merchant. The relationship between you and any merchant in terms of the rights and obligations in connection with (a) the sale and provision of goods and services which are the subjects of such transactions, (b) the transaction methods and terms, and (c) performance or non-performance of the transactions (including but not limited to refusal to perform, delay, non-delivery, defects, errors, return or replacement of goods and services, and refund), exist only between you and such merchant, and we have no control over and are not responsible for the delivery, quality, safety, legality or any other aspect of goods or services that you purchase from third party merchants with the Card or Account. We cannot ensure that the merchant you are dealing with will actually complete the transaction or is authorised to do so. Any dispute regarding such matters must be addressed directly with the merchant from whom such goods or services were provided.
- 5.5.6 We may (but are not obliged), in our sole and absolute discretion, file a formal dispute with a merchant on your behalf over a transaction for which you believe you are entitled for a refund, or is otherwise unauthorised, provided that you duly comply with our requests for information (including provision of proof of transaction) and make available to us all relevant documentation. Provided that the dispute is resolved by the merchant in your favour, in accordance with the rules of the card network (in this case, VISA), we as the issuer of the Card will credit your Account with the disputed amount.

5.6 **Transaction Refunds or Reversals**

Any refunds, payment rebates or reversals made by a merchant to you in connection with a transaction previously made in a Supported Currency, will be credited to your Currency Wallet holding that particular Supported Currency. Rebates, refunds or reversals made in an Unsupported Currency will be converted at the applicable VISA conversion rate to USD and returned to your Default Wallet. We will also refund any currency conversion fee charged on your original transaction, and we will not charge another currency conversion fee on the refunded amount. Note that amounts returned for Unsupported Currencies and currency conversion fees may differ from the amount deducted from your Account at the time of the original transaction due to exchange rate fluctuations.

5.7 **Security at ATMs**

When using your Card at ATMs outside of Singapore, you should always take security precautions. Observe your surroundings before conducting the transactions and do not allow another person to see your PIN when you enter it or if it is displayed. Always take your ATM transaction advice, which is stamped with your transaction details, and you should always check your ATM transaction advice against your transaction records displayed on your Cardholder Portal.

5.8 **Limitations on use of your Account:**

5.8.1 You may not use your Card or Account for the following purposes:

- (a) ATM withdrawals in Singapore;
- (b) making purchases from merchants where the transaction is processed manually (through a zipzap machine);
- (c) making transactions involving direct debit, recurring or instalment payments;
- (d) making purchases from merchants who do not accept prepaid VISA branded cards;
- (e) engaging in transactions in, or with any designated persons in, any of the following countries: Democratic People's Republic of Korea, Democratic Republic of Congo, Eritrea, Libya, Somalia, South Sudan, Sudan, Yemen, Iran, Cuba, Syria, North Korea, or any other country which (or with any other persons who) are sanctioned by the United Nations Security Council, or listed under the Applicable Laws in Singapore;
- (f) engaging in any transactions which:
 - (i) violate any Applicable Laws;
 - (ii) involve (1) narcotics, steroids, certain controlled substances or other products that present a risk to consumer safety, (2) drug paraphernalia, (3) items that encourage, promote, facilitate or instruct others to engage in illegal activity, (4) stolen goods including digital and virtual goods, (5) the promotion of hate, violence, racial intolerance or the financial exploitation of a crime, (6) items that are considered obscene, (7) items that infringe or violate any copyright, trademark, right of publicity or privacy or any other proprietary right under Applicable Laws, (8) ammunition, firearms, certain firearm parts or accessories, or certain weapons or knives regulated under Applicable Laws; (9) are associated with purchases of annuities or lottery contracts, lay-away systems, off-shore banking or transactions to finance or refinance debts funded by a credit card, (10) are for the sale of certain items before the seller has control or possession of the item, (11) are by payment processors to collect payments on behalf of merchants, (12) are associated with the sale of traveller's checks or money orders, (13) involve certain credit repair, debt settlement services, credit transactions or insurance activities, (14) involve offering or receiving payments for the purpose of bribery or corruption; (15) any automated fuel dispenser transactions, (16) Gambling / Lottery, (17) Money Transfer – Merchant, (18) Manual Cash Disbursements—Customer Financial Institution, (19) Financial Institutions – Merchandise and Services, (20) Quasi Cash / Non-Financial Institutions, (21) POI Funding Transactions, (22) Dating Services, (23) Gambling - Government - Owned Lotteries, (24) Government-Licensed On-Line Casinos (On-Line Gambling), (25) Government-Licensed Horse/Dog

- Racing, (26) Investment Firms - Dealers, Brokers, (27) Direct Marketing-Insurance Services, (28) Direct Marketing – Travel-Related Arrangement Services , (29) Direct Marketing – Outbound Telemarketing Merchants or (30) Direct Marketing – Inbound Telemarketing Merchants.
- (iii) involve the sales of products or services identified by government agencies to have a high likelihood of being fraudulent; or
 - (iv) are part of or connected to a money transfer mechanism to transfer funds to a third party which does not relate to an underlying transaction of goods and services.

5.8.2 When using your Card with certain merchants (such as hotels and car rentals), ‘tolerance limits’ may apply. This means that the merchant may obtain an authorisation or approval to debit your Account for an amount up to 20% more than the anticipated total bill to cover additional items such as incidentals or to ensure adequate funds are available. The entire amount of the authorisation or approval (including the tolerance limit) will not be deducted from your Available Balance until the authorisation or approval is confirmed. Only the amount actually spent or authorised will be finally deducted from your Available Balance after the authorisation or approval is confirmed.

5.9 **Transaction, load limits and Account Fee Schedule**

5.9.1 The following transaction and load limits apply to your Card:

Wallet top-up limits	Card spending limits	ATM cash withdrawal limits on amount and count (ATMs worldwide excluding Singapore)	Wallet limit
SGD100K per year	SGD25K per transaction	SGD5K per day, maximum 5 counts per day	Wallet can store SGD25K equivalent of currencies at any one time
SGD25K per month	SGD25K per day	SGD5K per week, maximum 5 counts per week	
SGD25K per day	SGD100K per year	SGD10K per month, maximum 10 counts per month	
		SGD20K per year, maximum 20 counts per year	

* ATM cash withdrawal is subject to any limits set by the local ATM operator.

5.9.2 The following fees and charges will apply depending on the type of transaction undertaken using your Card:

Account Fee Schedule – RHB TravelFX Multi-Currency Card

Category		RHB TravelFX
Annual Fee		Free
Type of Account		Card with no direct linkage to bank account
Transaction Fee for Spending	On Available Wallet	Free
	On Available Wallet (but with insufficient funds)	1.8%
	In Unsupported Currencies	2.8%
Transaction Fee for Cash Withdrawal	On Available Wallet	Free
	On Available Wallet (but with insufficient funds)	1.8%
	In Unsupported Currencies	2.8%

5.10 **Replacement**

You may request for a new Card or replace an old or faulty Card at any time by (i) contacting Customer Services, or (ii) making a Card request via the Cardholder Portal. When your new Card is ready, it will be mailed to you.

5.11 ***Return of Available Balance***

If you would like to obtain a complete refund of the total amount of Available Balance left in your Account at any time, you may do so by personally visiting any RHB branch in Singapore and making a refund request. A refund will be made either by cash or cashier's order for any amount of S\$1,000 below. A refund of amount of S\$1,000 and above will be via cashier's order. A fee will be charged for refund via a Cashier's Order. In order to process your refund, you may be asked to provide photograph identification documents and other details for identification purposes to enable us to comply with applicable legal and regulatory requirements. If you have an RHB Current or Savings account, you can transfer your available balance to these accounts from the Cardholder Portal.

6. **Expiry, Closing and Termination**

6.1 ***Card Expiry***

6.1.1 Once activated, your Card may be used to access your Account until the expiry date shown on your Card. However, you may close your Account at any time prior to your Card expiration by contacting Customer Services.

6.1.2 Your Card cannot be used at merchants or ATMs after the expiry date, however, you may still (i) request for a new Card in accordance with Clause 5.10; (ii) close your account in accordance with Clause 6.2 below and visit any RHB outlet branch to obtain a refund of the Available Balance left on your Account. However, should we be unable to contact you based on our records of your contact information six (6) months or more after the expiry date of your Card, you acknowledge and agree that we may hold your Available Balance in accordance with Applicable Laws. Your Available Balance will be held in your Default Wallet, with amounts in any other Currency Wallets converted at the then applicable Conversion Rate.

6.1.3 If your Available Balance remains unclaimed six (6) years or more after the expiry date of Your Card and we determine in good faith that we are not able to trace you, you hereby irrevocably agree that all such Available Balance shall be deemed to have been abandoned you in our favour and may be appropriated by us and for us to utilise in any manner we so wish for our own benefit. You thereafter shall have no right to claim such Available Balance with you being deemed to have waived and abandoned all your rights to such Available Balance in our favour.

6.2 ***Closing your Account***

At your option, you may choose to close your Account and obtain a refund of your Available Balance in the manner set out in Clauses 5.11 and 6.3.3 at any time. Upon closure of your Account, you may be asked to destroy or return the Card to us. In any event, the Card linked to your Account will be automatically cancelled by us.

6.3 ***Termination of Terms and Conditions***

6.3.1 You acknowledge that we may restrict, withhold or suspend the use of your Account and/or Card or terminate these Terms and Conditions immediately, without prior notice under any of the following circumstances:

- (a) (in the case of a suspension) where necessary for relocating, replacing, maintaining, updating or repairing the software or hardware facilities of Wirecard or RHB;
- (b) where the Card and Account functions cannot be operated normally by Wirecard or RHB due to a Force Majeure Event, or due to acts or omissions of third parties

- (including service providers of Wirecard and/or RHB) which are not otherwise caused (whether directly or indirectly) by Wirecard and/or RHB;
- (c) we believe that your Account has been or is likely to be misused or compromised;
 - (d) your use of the Card and/or Account has breached any Applicable Laws or these Terms and Conditions;
 - (e) we suspect any illegal or unauthorised use of your Account or Card;
 - (f) you gave us, or we reasonably suspect that you have given to us false or inaccurate information (including KYC Information);
 - (g) where the continued use of your Account or the Card may cause Wirecard or RHB to be in breach of any Applicable Laws (including, without limitation, laws relating to anti-money laundering and combatting the financing of terrorism);
 - (h) you no longer satisfy the eligibility requirements set out in Clause 2.2;
 - (i) we reasonably believe that your Card, Account, PIN, or Cardholder Portal is being used in a way that may cause, whether directly or indirectly, losses to you or us.

Without limiting the foregoing, in the event of a suspension of your use of your Card and the corresponding Account, we may hold your Available Balance pending the outcome of any investigations in connection with the provision of our services, and we may also disclose information relating to your breach or suspected breach to such law enforcement or other authorities as we may deem necessary. You acknowledge that our decision to take certain actions, including termination and limiting access to your Card and/or Account, may be based on confidential criteria that is essential to our management of risk, the security of all our customers and the integrity of our stored value facility system. You agree that we are under no obligation to disclose the details of our risk management or security procedures to you.

- 6.3.2 Without prejudice to Clause 6.3.1 above, you agree that we may close your Account and terminate these Terms and Conditions without reason by giving you at least thirty (30) days' prior notice.
- 6.3.3 You may terminate your Card (and the Account) by calling Customer Service or in person at any RHB branches in Singapore. Upon termination of your Card, you must (where possible) cut the relevant Card in half through the chip and magnetic stripe and cease all usage thereof. You will pay such fees as we may from time to time specify with respect to such termination.
- 6.3.4 Where we exercise our right of termination under Clause 6.3.2, you will be entitled to a refund of any Available Balance on your Account in accordance with these Terms and Conditions. The User agrees that Clauses 4.2, 5.5, 5.6, 5.8, 5.9, 5.10, 5.11, 6, 7, 8, 9, and 10 as well as any other terms which by their nature should survive, shall survive the termination of these Terms and Conditions.

7. Unauthorised Transactions

7.1 *Unauthorised use, loss or theft.*

You must promptly notify us via Customer Services or log on to your Cardholder Portal to make a report and/or block and suspend your Account if you believe any of the following has occurred:

- (a) your Account is hacked, misused or compromised;
- (b) any of your Cards is lost or stolen;
- (c) any of your Cards is damaged or not working properly;
- (d) any of your Cards is retained by an ATM; or
- (e) the security of your PIN or password are compromised in any way.

Upon our receipt of your notification of any of the events above, we will suspend your Card and/or Account and prevent any further transactions from being made using your lost, stolen or compromised Card and/or Account, until appropriate measures are taken to replace your Card and/or restore security to your Account.

7.2 *Limitation of liability for unauthorised use, loss, theft*

You will not be liable for any unauthorised transactions made using your Card or Account after we have been notified of the loss/theft or compromise of your Card or Account in accordance with Clause 7.1 above or after you have blocked the use of the Card or Account (as applicable). However, you shall be liable for all transactions carried out before we are notified of such loss/theft or before you block the use of your Card or Account, even if such transactions were carried out without your authorisation.

8. Indemnities and Limitations of Liability

8.1 *Indemnity*

You shall fully indemnify and hold Wirecard, RHB, and each of their respective officers, directors, employees, partners and agents ("**Indemnitees**") harmless from and against any and all damages, awards, expenses, losses, claims, actions, liabilities, penalties, costs and/or demands (including statutory liability and liability to third parties, economic loss, accounting fees, and court and legal costs assessed on a solicitor-client basis), suffered or incurred by any of the Indemnitees arising whether directly or indirectly from your:

- (a) act, omission, negligence, wilful default, mistake, misconduct, dishonesty or fraud (including any theft or loss of your Card and/or Account, or any fraud or misuse in relation thereto);
- (b) breach of these Terms and Conditions;
- (c) breach of any Applicable Laws, or any contractual or fiduciary obligations;
- (d) access and use of the Cardholder Portal, your Card and/or Account (or any access and use referable to your PIN and passwords);
- (e) payment and/or ATM cash withdrawal instructions, and/or our acting in good faith and taking or refusing to take action based thereon; and
- (f) violation of any rights of any person or entity.

8.2 *No warranty*

Your Card(s), the corresponding Accounts, and the Cardholder Portal are provided to you "as is", "as available", without warranty of any kind, whether express or implied (including any implied warranty of merchantability or satisfactory quality, fitness for a particular purpose, compliance with any description, non-infringement, or any implied warranty arising from course of performance, course of dealing, usage of trade or otherwise, all of which are expressly disclaimed). Without limiting the foregoing, we do not warrant:

- (a) that the our services provided to you under these Terms and Conditions will be error-free, virus-free or free from other invasive or damaging code, or that defects therein will be corrected;
- (b) that the operation of the our services (any information transmitted by you thereby) will be uninterrupted, continuous, or secure;
- (c) that any information we provide to you on the Cardholder Portal will be correct, accurate, complete or reliable; and/or
- (d) that the use of your Card(s), the corresponding Accounts and/or the Cardholder Portal will not give rise to any liability at law or under contract.

8.3 *Wirecard's liability*

- 8.3.1 To the maximum extent permitted by law, Wirecard, RHB and its Indemnitees expressly disclaim and exclude any and all INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL, PUNITIVE loss or damage (including loss of business, revenue, profits, use of data, or other economic benefits) which may be suffered by you (or any person claiming under or through you) in connection with or however arising from the your access or use of the Cardholder Portal, your Card and the corresponding Account, whether or not (a) the same arises in contract, tort (including negligence) howsoever; (b) such loss or damage is

foreseeable and/or (c) Wirecard, RHB and its Indemnitees have received prior notification of the possibility thereof.

8.3.2 To the maximum extent permitted by law, Wirecard hereby disclaims all liability to you in connection with or arising from your use of or inability to use your Card(s), the corresponding Accounts and/or the Cardholder Portal, which are incurred as a result or in connection with any of the following:

- (a) failed, missed, delayed, or fraudulent transactions, payment transmission errors, or any other issues related to payment or the processing, loading and/or transfer of money between you and RHB as the loading channel;
- (b) RHB's failure to convey any notice, instructions or communications to us or other third parties on your behalf, accurately, in a timely manner or at all;
- (c) any unauthorised access to, disclosure of, wrongful or fraudulent use of your Card(s), Account, Cardholder Portal, personal data, PIN and password to the extent not attributable to any acts or omissions on part of Wirecard;
- (d) any error, negligence, wilful default, misconduct, fraud, act, omission, breach or failure of, or contravention of Applicable Laws by, any other party (including you and RHB);
- (e) for any claim that arises from our acting reasonably in accordance with your instructions;
- (f) for any loss suffered by you or any third party due to matters outside our control (including, but not limited to, non-delivery of mail, machine failure, system failure, strikes, failure of an ATM or communication linkage failure);
- (g) for any losses which arise where you have acted negligently or have acted fraudulently, either alone or together with any other person(s); or
- (h) any losses incurred by you as a result of your breach of Applicable Laws or these Terms and Conditions.

8.3.3 In the event that Wirecard is liable for damages despite the foregoing provisions, you agree that (a) no action, whatever its form, may be brought by you more than two (2) months after the date of the first event giving rise to your claim, and (ii) that our maximum aggregate liability to you under any and all causes of action (including contract and tort), shall not exceed 5,000 SGD (for the avoidance of doubt, this does not affect your rights to claim for a return of Available Balance under Clause 5.11).

9. Personal Data

9.1 *Change of personal details*

You represent and warrant that all the information you provide to us (including all KYC Information) is true, accurate and complete. Should you discover any inaccuracies, or change your contact information or any other personal details (for example your address telephone number or your email address), you must notify us promptly by calling the Customer Services or visiting any RHB branches in Singapore. We will not be responsible if you do not receive any notice or correspondence that has been sent in accordance with these Terms and Conditions as a result of our reliance on any incorrect, incomplete or obsolete personal details which you have previously submitted and failed to update. In addition, if you do not provide us with accurate and complete information, we and/or RHB may not be able to provide you with the products or services requested under these Terms and Conditions.

9.2 *Consents for Collection, Use and Disclosure*

Without prejudice to any of the consents provided to us by you in these Terms and Conditions, you hereby irrevocably and unconditionally consent and authorise us to, at any time and at our absolute discretion:

- (a) collect, use, process and store any and all of your personally identifiable information, credit or financial information provided to us, including your KYC Information; and

- (b) disclose any and all of your personally identifiable information, credit or financial information, including your KYC Information, to RHB, other Wirecard affiliates, financial institutions, debt collection agencies, credit bureaus, any credit reporting agency, or any other third party service providers of Wirecard and/or RHB;

for all purposes associated with our provision of services under these Terms and Conditions.

10. General

10.1 *Severability.*

If any provision of these Terms and Conditions is found to be invalid, the invalidity of such provision shall not affect the validity of the remaining provisions of these Terms and Conditions, which shall remain in full force and effect.

10.2 *Assignment.*

Your rights and obligations under these Terms and Conditions are personal to you and you shall not transfer, assign, novate or sub-contract them to any third party without our prior written consent. We reserve the right to transfer, assign, novate, sub-contract or otherwise deal with any of our rights or obligations under these Terms at any time, and you hereby give consent to, and shall do all things necessary to facilitate such transfer, assignment, novation or dealing by us.

10.3 *Waiver.*

Failure or neglect by us to enforce at any time any of the provisions in these Terms and Conditions shall not be construed or deemed to be a waiver of our rights hereunder, nor in any way affect the validity of the whole or any part of these Terms or prejudice our right to take subsequent action.

10.4 *Force Majeure.*

We shall not be liable for any failure or delay in the performance of our obligations under these Terms and Conditions, or any unavailability thereof that is due, in whole or in part, directly or indirectly to any Force Majeure events which is beyond our reasonable control.

10.5 *Compliance with Laws.*

You shall comply with all Applicable Laws relating to the use of the Card(s), the corresponding Accounts and the Cardholder Portal.

10.6 *Third Party Rights.*

Save for the Indemnitees, a person or entity who is not a party to this Agreement shall have no right under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any term of this Agreement, regardless of whether such person or entity has been identified by name, as a member of a class or as answering a particular description.

10.7 *Amendment.*

We may amend, supplement or replace these Terms and Conditions, including any fees and charges associated with the use of your Card and/or Account, from time to time by giving you reasonable prior notice in the manner set forth in Clause 10.8 below. We will also publish such amendments or changes to these Terms and Conditions on the Website and the Cardholder Portal. The amended Terms and Conditions shall come into force on the day such Terms and Conditions are posted on the Website and the Cardholder Portal. Any use of your Card and/or the corresponding Account thereafter by you shall constitute an acceptance of the revised

Terms and Conditions. If you do not agree with these Terms and Conditions, you should immediately terminate your Account.

10.8 **Notice or Communications.**

Subject to any Applicable Laws, you agree that we or our agents may provide written notices or other communications to you under or in connection with these Terms and Conditions in any of the following methods, and such notice will be deemed received by you as specified below:

- (a) **by post to your residential or postal address last known to us:** 2 business days after our date of posting;
- (b) **by hand:** on delivery;
- (c) **by electronic communication to your last email address:** on the day such email is transmitted if no notice of delivery failure is received;
- (d) **by electronic communication via posting on the Cardholder Portal for retrieval by you (with the email or text message advising you of this and of the general nature of the information, and giving you the ability to readily retrieve the information electronically):** within 24 hours from our posting of such electronic communication.

In addition to the communications channels set out in these Terms and Conditions, we and our agents may give you a notice or other communication by using any method allowed or required under Applicable Laws. If Applicable Laws require us or our agents to use a particular method of communication or providing notice, such method will be used.

10.9 **Entire Agreement.**

These Terms and Conditions set forth the entire understanding between you and us with respect to the subject matter hereof and supersedes all proposals or other communications, oral or written, relating to this subject matter.

10.10 **Dispute Resolution**

10.10.1 Wirecard's goal is to learn about and address your concerns arising from and in connection with our issued Card(s) and the corresponding Accounts, and should we be unable to do so to your satisfaction, to provide you with a neutral and cost effective means of resolving the dispute quickly. If you would like to raise any complaint or dispute our services, such dispute may be reported to Customer Service in the manner stated in Clause 2.6.

10.10.2 For any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than \$10,000.00 SGD (or other currencies equivalents), the party requesting relief may elect to resolve the dispute in a cost effective manner through mediation or, in the event that mediation is unsuccessful, binding non-appearance-based documents only arbitration. If a party elects for mediation, that party will initiate such mediation through the Small Case Commercial Mediation Scheme at the Singapore Mediation Centre. In the event that mediation is unsuccessful, the party which initiated the mediation will initiate such arbitration through the Singapore International Arbitration Centre, Law Society Arbitration Scheme in the Law Society of Singapore, or any other established alternative dispute resolution ("**ADR**") provider mutually agreed upon by the parties. The ADR provider and the parties must comply with the following rules: (a) the arbitration shall be conducted as a documents-only arbitration, without any appearances and/or hearings, unless otherwise mutually agreed by the parties; (b) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; and (c) any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

10.11 **Governing Law**

These Terms and Conditions shall be governed in all respects by the laws of Singapore. Except as otherwise agreed by the parties or as described in Clause 10.10.2 above, you agree that any claim or dispute you may have against us must be resolved by a court located in Singapore. You irrevocably agree to submit to the exclusive jurisdiction of the courts of Singapore for the purpose of litigating all such claims or disputes.