

Foglio Informativo

INFORMATION ABOUT THE ISSUER AND CARD PROGRAM PROVIDER

Issuer of the Card:

- Legal Name: Adyen N.V.
- Adyen N.V. is licensed as a Credit Institution by De Nederlandsche Bank and registered in the Netherlands under the company number 34259528. This includes the ability to provide cross-border services in the EEA.
- Business address: Simon Carmiggeltstraat 6, 1011DJ, Amsterdam, Netherlands

Card Program Provider:

- The identity and contact information for the Card Program Provider relevant to each User is available to Users on the Card Program Provider's Account Interface or on the website www.tot.money.

CHARACTERISTICS AND TYPICAL RISKS OF THE SERVICE

What is the Adyen Card?

The Adyen Card is issued by Adyen N.V. ("Issuer" or "Adyen") and distributed via the relevant Card Program Provider. It is a prepaid debit Card and allows the User to purchase goods and/or services from participating merchants. The amounts due are deducted at the time of the transaction by reducing the available balance on the accompanying Card Account. Adyen does not provide the User with any form of credit or loan. Adyen does not pay the User interest on funds held on the Card Account, unless otherwise agreed. The User can only pay for goods or services with the Card if the User has sufficient funds available on the Card Account. Adyen provides the Card Services according to the Card User Terms.

The User's specific Card Program depends on the User's Card Program Provider. For further information applicable to the User, please refer to the website listed above for the User's Card Program Provider.

Corporate Card Program: Adyen Cards are only offered for business use. Users must confirm that they will use the Card solely for business spend and not for personal or household use.

To learn more: The Bank of Italy's guide "Payments in E-Commerce in Simple Terms" is available on the Bank of Italy's website www.bancaditalia.it.

MAIN RISKS

- Unfavorable changes in economic conditions (service fees and charges) where contractually provided;

- Fraudulent use by third parties in case of loss or theft of the card or PIN, with the possibility of use by unauthorized persons. Users must exercise maximum caution in safeguarding the Card and PIN and in maintaining confidentiality when using Cards;
- Use of the Card on websites without security protocols resulting in a breach of Card data;
- Exchange rate fluctuations in the case of transactions in currencies other than Euro;
- Failure to sufficiently fund or continue to fund the Card.

FEES, CHARGES & LIMITATIONS

Adyen does not charge the User any fees for the use of the Card or Card Account. Any applicable fees, including dispute handling fees, subscription fees and Card Payment fees, will be agreed between the User and the Card Program Provider directly. Any fees charged to the Card Program Provider will be agreed between Adyen and the Card Program Provider. Information applicable to Users regarding applicable fees, charges, and Card and/or Card Account limitations is provided by the User's Card Program Provider. Users should contact their Card Program or log in to the Card Program Provider's Account Interface to view the fees, charges and Card limitations applicable to them.

EXCHANGE RATE AND CURRENCY CONVERSION:

The exchange rate is determined on the date of conversion in compliance with international agreements in force with the applicable scheme owner. Any applicable fees for currency conversion are made available by the Card Program Provider.

AUTHORIZING CARD PAYMENTS:

Adyen will consider a Card Payment to be authorized by the User when the User (i) inserts, swipes, or taps the Card using a payment terminal; (ii) enters the User's PIN; (iii) sign a receipt; (iv) provide the User's Card details (such as Card number, expiry date, CVV number), or (v) completes any other accepted method of authorizing payment. The time of receipt of a Card Payment order is when it is received by Adyen. If a Card Payment order is received after 6pm on a business day then it will be deemed to have been received on the next business day. If receipt does not fall on a business day then it will be deemed to have been received on the next business day. The User remains responsible in respect of all Card Payments authorized by the User on the User's Card Account including all charges and other amounts incurred by Adyen or the Card Program Provider. If a User pre-authorizes a Card Payment, Adyen may reserve the pre-authorized amount on the User's Card Account (meaning the User cannot use that amount for other purchases) or charge the amount to the User's Card Account at the time of pre-authorization of the Card Payment. If the final amount is less than the reserved amount, Adyen will refund or unblock the difference.

ACCOUNT INFORMATION:

The Card Program Provider will make available to Users an online User interface to display relevant information about the User's Card and Card Account ("Account Interface"). Adyen

transmits User's Card Account information to the Card Program Provider for the purpose of providing information about the User's Card and Card Account. The Card Program Provider sends instructions to Adyen on the User's behalf, (e.g., instructions to issue Cards, initiating Card Payments and opening or closing the User's Card Account). Users can view information about their Card and Card Account, including the User's Card Account balance, via the Account Interface provided by the Card Program Provider.

NOTIFICATION OF RISK OF PAYMENT FRAUD OR ABUSE; BLOCKING / UNBLOCKING A CARD

In the event of suspected payment fraud or unauthorized activity, the User will be promptly notified using secure communication methods, which may include SMS or email alerts, in-app notifications, and/or telephone communications.

The User will be informed before, or as soon as possible after, the User's Card is suspended or blocked, including the reasons why, unless this would compromise reasonable security measures or otherwise be unlawful. Adyen will unblock the User's Card and allow the User to make Card Payments as soon as practically possible after the reasons for suspension or blocking has ceased to exist, at which time the User will be informed immediately.

REQUESTS FOR DOCUMENTATION

The User may contact the Card Program Provider for copies of communications, transaction history, and/or other types of periodic notices transmitted to the User. All relevant contracts, terms and notices relating to the Card Program are concluded in English.

APPLICABLE LAW

The User Terms are governed by, and shall be interpreted in accordance with, Dutch law, excluding the Convention on Contracts for the International Sale of Goods. Users agree that in the event that Adyen cannot reach an amicable agreement, any dispute relating to the User Terms shall be submitted to the exclusive jurisdiction of the competent courts of Amsterdam, the Netherlands.

TERMINATION AND COMPLAINTS:

User's Right to Terminate:

The User may terminate their Card or Card Account by contacting the Card Program Provider.

Card Program Provider's Right to Terminate:

The Card Program Provider has the right to terminate its Card Services Agreement as per the terms of the Card Services Agreement with Adyen.

Adyen's Right to Terminate:

Adyen has the right to terminate its Card Services Agreement with Card Program Provider as per the terms of the Card Services Agreement. Adyen has the right to terminate Card Services provided to any User as per the Card User Terms, including for cause. Termination for cause will take effect from the moment the User is notified. Examples of termination for cause include the User's insolvency, fraudulent use of the Card, or situations of risk as per Applicable Law relating to money laundering, terrorism financing, or the freezing of funds.

Customer's Rights and Obligations in All Termination Cases:

In case of termination, all obligations arising before the termination date remain valid, and the User will remain liable for all amounts owed to Adyen or Card Program Provider. Upon termination of the Card Services Adyen will transfer the remaining balance to a registered bank account in the User's name. Any Card Payment authorized prior to termination cannot be transferred back to the User.

Additional Effects of Termination:

Termination may also apply to ancillary services connected to the Card Account, even if the terms and conditions for these services differ from those applicable to the Card Services.

Complaints:

Users can address a complaint about the Card Program or the Card and Card Account to the Card Program Provider. The Card Program Provider will ensure that User complaints will be dealt with appropriately. Contact information of the Card Program Provider is provided in the Account Interface. Users may also file complaints directly with Adyen via complaints@adyen.com.

DEFINITIONS:

- **Applicable Law:** Any law, statute, regulation, rule, ordinance, or subordinate legislation applicable to the relevant obligation, activity, services, or Party in the relevant region, including as applicable, Scheme Rules, Privacy Laws, data protection laws, tax laws, economic sanctions laws, embargoes, and any directive, policy, rule, guidance, or order, that is made or given by a regulatory authority of any national, federal, commonwealth, state, provincial, or local jurisdiction.
- **Card:** The physical or virtual card, issued by Adyen to the User, that is connected to the User's Card Account and with which the User can make Card Payments.
- **Card Account:** The electronic money account, administered by Adyen to the User, which is connected to one or more Cards.
- **Card Payments:** A payment transaction processed by Adyen, to a Card Acceptor, on the User's instruction or on the User's behalf.

- Card Program: The program as offered to the User by the Card Program Provider, which describes the functionality of the User's Card and Card Account, and where and how Users can make Card Payments.
- Card Program Provider: The company managing and offering the Card Program.
- Card Services: The issuing and Card transaction services provided by Adyen.
- Privacy Laws: All laws, regulations, and rules applicable to processing of Personal Information by a party, as amended from time to time, including but not limited to the EU Regulation 2016/679.
- Scheme Rules: The collective set of bylaws, rules, regulations, policies, operating regulations, procedures and/or waivers issued by the Scheme Owner as may be amended or supplemented over time and with which User must comply with when using the Card.
- User Terms: The general terms and conditions for applying for and using the Cards and the Card Account as provided to and validly accepted by the User during the User onboarding process, as amended from time to time by Adyen.

For further information or assistance, Users may contact their Card Program Provider via the Account Interface provided by the Card Program Provider.