

Special terms and conditions for Metal and Premium users

1. Important info

Why this information is important

This information sets out the extra services we provide to our Premium and Metal users. It also sets out other important things that you need to know.

These terms and conditions are part of the legal agreement (the agreement) between you and us referred to in the, Personal account terms and conditions, (the personal terms). If there is any inconsistency between the personal terms and these terms and conditions, these terms and conditions will apply. We are Revolut Technologies Inc., a US-based technology company organized as a Delaware corporation, and we provide you with the Revolut mobile app and features.

You can ask for a copy of these terms and conditions from one of our support agents through the Revolut app at any time.

****Please read these terms and conditions carefully****

Your subscription for the Premium or Metal service will automatically renew every year unless you give us notice to end it before the automatic renewal. Regardless of how you pay your subscription, we may charge a fee if you end the subscription within 10 months of it starting. Our fees are set out in the Fees, limits and exchange rates, document.

We may restrict your right to upgrade or downgrade your subscription more than once in a 12-month period.

2. The Metal/Premium Services

What are the Premium services?

Premium users have access to all the services available to personal account holders, as well as the following benefits.

- Up to three free Premium Cards
- Free access to disposable (virtual) Revolut cards
- Unlimited free currency exchange
- Double the free withdrawal allowance of standard personal account users
- Overseas travel insurance
- The opportunity to buy airport lounge passes
- Free turbo transfers (faster money transfers)
- Priority customer support through the Revolut app

What are the Metal services?

Metal users have access to all the services available to Premium users, as well as the following benefits.

- Contactless stainless steel Revolut card
- Concierge services
- Cashback in a number of currencies or cryptocurrencies (these may change from time to time)
- Three times the free withdrawal allowance of standard personal account users
- One free lounge pass and additional ones for purchase

The Metal cashback service

When Metal users pay for certain things with their Metal Card, we may (but do not have to) credit your account with an amount of money equivalent to a percentage of your payment. We call this a cashback. We may change the percentage of the cashback for any reason, including the country you make the payment in. You can find our current cashback rates in our FAQs.

Sometimes we recover the cashback from you if:

- the payment that earned a cashback is refunded to you;

- you earned the cashback fraudulently; or
- you broke this agreement in order to get the cashback;

then we will recover the amount of the cashback by taking it out of your account.

If we cannot recover the amount of the cashback from your account, you will still owe us it. We may then recover the amount from a stored card or exercise our right of set-off. We may also take legal steps to recover the amount you owe us. If we do, you may have to pay our reasonable costs of doing so.

You can read more about how we can recover amounts that you owe us in the personal terms.

Payments that won't earn a cashback

We can't give you cashback when doing so would break any law or regulation, or if the payment you make with your Revolut card is just to another account or payment card (such as another e-wallet, a bank account or a credit card).

The concierge service

Metal users can use the concierge service provided by Ten Lifestyle Management Limited (the Concierge) through the Revolut App. The Concierge will help you to do things like book tickets to events and make reservations at hotels and restaurants.

By using the concierge service, you are confirming that you have read and agreed to the [Concierge Service Terms and Conditions](#) with Ten Lifestyle Management Limited.

You can use the service free of charge if you have:

- consistently paid the concierge any fees that you needed to pay; and
- used any booking or reservation you have made (or cancelled any booking or reservation you couldn't use).

The Concierge may not agree to your request if:

- doing so would be illegal;
- doing so would break the terms of your agreement with us or the Concierge;

- it's not possible to make the booking or reservation (for example, if there are no tables available at the restaurant you want);
- they cannot verify you as eligible to use the service;
- you seem to be under the influence of alcohol or drugs when you make the request; or
- your request is unrealistic or inappropriate (keep it clean!);

We reserve the right to limit or terminate your access to the concierge service if your activities detrimentally affect other users (excessive requests).

Please remember to keep to any rules that apply to events (for example, not being drunk when you arrive at an event, dressing appropriately and being polite).

If we or the Concierge think that you are misusing the concierge service (for example, by requesting something illegal or by making requests for events that you don't intend to go to), we may temporarily or permanently end your right to use the service.

****How to pay****

The Concierge may ask you to pay up front for any service (such as event tickets, hotel reservations and deposits for restaurants) that they book for you. If you agree to this, the Concierge will then arrange the payment with you and the method will depend on the service. When paying directly with your Revolut account, we'll take the payment from your account in the currency of the country you live in. If there are not enough funds in that currency, we'll take an equivalent amount from a Revolut account you have in another currency.

If you do not have enough funds to pay for the service, the Concierge may not be able to provide the service you want.

****Complaints about the concierge service****

If you'd like to make a complaint about the concierge service, please contact the Concierge directly.

If you send us a complaint about the concierge services, we will pass it to the

Concierge without responding to it.

****Cancelling reservations or bookings****

If you've made a booking with a third party and they decide to cancel your reservation, there's nothing that we or the Concierge can do to reverse their decision.

If you can no longer use a reservation or booking we've made for you and you fail to cancel it within reasonable time, you may be subject to cancellation charges and your ability to use the Concierge service may be affected.

Premium Revolut Card

If you become a Premium user you'll be able to order a Premium Revolut Card (a Premium Card) with exclusive designs. We'll also issue an extra Premium Card if you ask for one. You can still use other Revolut cards you have.

We may charge fees for any Premium Cards that we issue.

Metal Revolut Card

If you upgrade to Metal, we'll issue to you a Metal Revolut Card (a Metal Card) that is only available to Metal users. You can only hold one Metal Card at any time. You can still use other Revolut cards you have.

If you lose your Metal Card or it is stolen, we will provide one replacement a year for free. We will charge \$70 (or the equivalent in the currency of your Revolut account) for any further replacements.

3. Insurance

Travel insurance as part of your subscription

The rights and obligations set out in this section apply to you and Chubb. We have partnered with Chubb, which is in the business of arranging insurance and is the

largest commercial insurer in the United States. Except where these terms and conditions say otherwise, the rights and obligations described in this section apply to you and Chubb.

We know that when you're looking forward to traveling the last thing you want to do is arrange insurance. This is why Chubb will arrange travel insurance for you.

We are not an insurer, but have worked with Chubb to provide travel insurance for Premium and Metal users. The cost of this insurance is covered by your Premium or Metal subscription fee.

We only arrange travel insurance from Chubb, and we don't encourage our staff to sell you insurance. We don't control Chubb in any way, and Chubb does not control Revolut Technologies Inc.

We pay Chubb for your travel insurance using part of your Premium or Metal subscription fee. When your subscription fee has been taken from your Revolut Account, we hold part of the fee as Chubb's agent until it is actually passed on to Chubb. This arrangement means that your insurance is effectively paid for without delay when we take your subscription fee from your Revolut Account.

If you are owed any claim under your insurance, Chubb will make this payment directly to you.

Chubb's address is Chubb Underwriting Office: Federal Insurance Company, 202 Hall Mills Road, Whitehouse Station, NJ 08889

You cannot cancel your insurance contract without also cancelling your subscription to the Premium or Metal service.

****Please read the travel insurance policy carefully. There is a copy of it in the Revolut app.****

To be eligible for insurance you must have a valid Revolut USA Prepaid Mastercard Card Account. The insurance covers accidental injury or death, medical evacuation and repatriation, medical treatment, and related losses connected with travel on a common carrier or at any time during your trip.

We cannot guarantee that the insurance is suitable for you. We arrange the

insurance and give you information on the insurance contract. We can't advise you on the suitability of the policy or recommend it to you.

Please make sure the insurance is suitable for you by reading the product information document, statement of insurance and insurance policy, paying attention to what is and isn't covered.

If you don't meet the conditions for having the insurance, this doesn't change the subscription you pay for the Premium or Metal service.

Complaints and insurance claims

The rights and obligations set out in this section apply to you and Chubb.

****Complaints about the travel insurance****

If you want to make a complaint in connection with the travel policy, please contact Chubb directly. You can find out how to do this in the insurance section of the Revolut app. If you send any complaint or claim to us, we will pass it on to Chubb without dealing with it.

****How to make a claim under the travel insurance****

If you want to make a claim, please contact Chubb directly. You can find out how to do this in the insurance section of the Revolut app.

4. Fees and cancelling

Paying your Premium or Metal subscription

You can pay your subscription fee in monthly installments or pay the full subscription once a year. These fees are set out in our Fees, limits and exchange rates, document.

When you become a Premium or Metal user we will ask you to pay the subscription from a debit card or credit card you've registered with us (your stored card). We will take the subscription from that stored card while you remain a Premium or Metal user.

If we can't take payment from your stored card for any reason (for example, because it has expired), we will ask you to register another card which will become your new stored card. If you don't do this within seven business days, we'll take the

subscription from your account. We may also take legal steps to collect the payment. If we do, you may have to pay our reasonable costs of doing so.

You may be responsible for paying any taxes or costs that we are not responsible for collecting from you.

Unfortunately, if you do not pay the subscription within 30 days of it becoming due, we'll have to cancel your subscription.

Fees for downgrading your Premium or Metal subscription

You can end your Premium or Metal subscription at any time (we call this a downgrade). However, you may have to pay a fee. You'll still be able to benefit from the services you get for your subscription until the end of the month you have paid a subscription for. After then, you'll become a standard user again (a personal account holder who does not pay a subscription for the Premium or Metal service). The fees for ending or downgrading your subscription are set below.

Within 14 days of becoming a Premium or Metal user

- Pay monthly: We'll give you a full refund of your subscription. If we sent a Premium Card to you, we'll charge you the delivery fee. The delivery fee will be up to \$30, depending on where you live. If you ordered a Metal Card, we'll charge you \$70.
- Pay annually: We'll give you a full refund of your subscription. If we sent a Premium Card to you, we'll charge you the delivery fee. The delivery fee will be up to \$30, depending on where you live. If you ordered a Metal Card, we'll charge you \$70.

Within 10 months of becoming a Premium or Metal user

- Pay monthly: We won't make any refund and you'll still have to pay the subscription for the month in which you tell us you'd like to end or downgrade your subscription. We'll also charge a break fee equal to two months's subscription.
- Pay annually: We can't refund any of the full year's subscription you paid, but we won't charge a break fee.

More than 10 months after becoming a Premium or Metal user

- Pay monthly: You'll still have to pay the subscription for the month in which you tell us you'd like to end or downgrade your subscription, but we won't charge a break fee.

- Pay annually: We can't refund any of the full year's subscription you paid, but we won't charge a break fee.

It's easy to end or downgrade your subscription

If you'd like to cancel your subscription, you can let us know through the Revolut app or by writing to us at <compliance-us@revolut.com>.

When can you end my Premium or Metal subscription?

We can end your Premium or Metal subscription immediately if:

- we suspect you are behaving fraudulently;
- you haven't given us the information we need, or we have good reason to believe that the information you have given us is false;
- you have broken these terms and conditions in a serious or persistent way;
- you owe us money and, despite us asking you to pay us, you have not done so within a reasonable period of time;
- you've been declared bankrupt; or
- we must do so under any law, regulation, or court order.

We may also end your subscription for other reasons, but we will give you at least two months, notice through the Revolut app, by text message or in an email.

5. Legal bits and pieces

We can change these terms

We can change these terms and conditions, but we'll only do so for the following reasons.

- If we think it will make them easier to understand or more helpful to you.
- To reflect the way our business is run, particularly if the change is needed because of a change in the way any financial system or technology is provided.
- To reflect legal or regulatory requirements that apply to us.
- To reflect changes in the cost of running our business.
- Because we are changing our products or services or introducing new ones.

Telling you about changes

If we add a new product or service that doesn't change these terms and conditions, we may add the product or service immediately and let you know before you use it. If we change an existing product or service that does not relate to payments into or out of your account (for example, the concierge service), we'll normally give you 30 days before we make the change. If we make a change that relates to payments into or out of your account (for example, in relation to cash withdrawals), we'll normally give you two months's notice through the Revolut app, by text message or in an email.

If we give you notice of a change, we'll assume you're happy with the change unless you tell us that you want to close your account before the change comes into effect.

Legal bits and pieces

Our contract with you

Only you, we (Revolut Technologies Inc), and Chubb have rights under the agreement.

The agreement is personal to you and you cannot transfer any rights or obligations under it to anyone else.

Our right to transfer

We will only transfer any of your and our rights or obligations under the agreement if we reasonably think that this won't have a significant negative effect on your rights under these terms or we need to do so to keep to any legal or regulatory requirement. When we transfer rights and obligations we call this ****novation****. When we only transfer rights, we call this ****assignment****.

New York law applies

The laws of the State of New York apply to these terms and conditions.

The English version of the agreement applies

If these terms and conditions are translated into another language, the translation is for reference only and the English version will apply.

Our right to enforce the agreement

If you have broken the agreement between you and us and we don't enforce our rights, or we delay in enforcing them, this will not prevent us from enforcing them at a later date.

Taking legal action against us

If you want to take legal action against us in the courts, only the state and federal courts located in New York County, New York, can deal with any matter relating to these terms and conditions.