

# Promotion Terms

## Golden Card Campaign

### What is the promotion about?

As part of our rewards campaign, Revolut is offering you an opportunity to purchase USD\$1,000 on our Revolut App (by exchanging BRL\$ to USD\$) and win an exclusive Golden Metal Card ("Reward"), subject to the conditions of these Promotion Terms and Conditions.

These Promotion Terms and Conditions set out the rules that apply to this promotion, and you must comply with these Promotion Terms and Conditions and all other terms that apply to your Revolut Global Account, and your card, at all times when participating in this promotion.

Anyone who meets the eligibility conditions below will be eligible.

### Who is eligible for the promotion?

Users who have signed-up for the Revolut App, completed and successfully passed our onboarding checks, and purchased USD\$1,000 (by exchanging BRL\$ to USD\$) on our Revolut App will be eligible for this Reward.

We are only accepting users who are Brazilian residents for this promotion.

This promotion is limited to the first 1,000 users to complete the steps described in these Promotion Terms and Conditions.

This promotion runs from 10/July/2023 to 20/August/2023. We call this the "Promotion Period". You must meet all the eligibility criteria during the Promotion Period. If you do not, or if you partially meet the eligibility criteria during the Promotion Period, you will not receive a Reward.

You can purchase USD\$1,000 (by exchanging BRL\$ to USD\$) on our Revolut App in a single or in multiple transactions. Multiple transactions are cumulative and will count for achieving the USD\$1,000 mark.

To avoid doubts, Brazilian residents that have downloaded the Revolut App, complete and successfully pass our onboarding checks; and be one of the first 1,000 customers to have purchased USD\$1,000 (by exchanging BRL\$ to USD) before the Promotion Term shall be eligible for the Reward.

## What do you need to do to earn the Reward?

- You must download the Revolut App;
- You must complete and successfully pass our onboarding checks;
- You must be one of the first 1,000 customers to have purchased USD\$1,000 (by exchanging BRL\$ to USD\$) on our Revolut App during the Promotion Period, in a single or in multiple transactions. All transactions since January 2023 shall be taken into account when calculating the eligibility criteria; and
- You must reply to our e-mail, following the step-by-step procedure set out therein.

If the conditions above are met by you during the Promotion Period, Revolut will send you the Reward in 30 (thirty days) after the end of the promotion (the "Reward Date"), at no cost for you. All communication with you shall be made through the email registered within the app. You will receive the Reward in the same address registered. Your Reward is a Golden Metal Card composed of metal and PVC, with a weight of approximately 18g and a thickness of about 0.48mm. The Reward has no cost for you and works for any transaction, just like the Standard card.

The card has no additional benefits and is subject to the Personal Terms and Conditions and the Cardholder Terms which you accepted during your onboarding check.

## What other legal information should I know?

We may, at our sole discretion, suspend, terminate or change these Promotion Terms and Conditions at any time and without notice.

Your card is personal and non-transferable. In the event of loss of the card by the User, theft, robbery or any event that makes it impossible to use, the issuance of a duplicate may be charged and will be subject to availability.

We may suspend or end the promotion earlier than the Promotion Period at our sole discretion, including but not limited if, in our reasonable opinion, the promotion is being abused or may negatively affect Revolut's goodwill or reputation. We may do this on an individual or promotion-wide basis.

We reserve the right to reverse any Reward you receive during the Promotion Period or by the Reward Date at our sole discretion, if we suspect of any fraudulent activity, if you breach any of the Promotion Terms and Conditions, the Personal Terms and Conditions or any other applicable terms to your Revolut Global Account or your Revolut cards. We will consider the reversal of any Reward transaction to have been done with your consent.

Please contact Support (suporte@revolut.com) if you believe you qualify for a particular benefit in relation to the promotion that has not been awarded to you as a result of this early suspension or termination, or for any other reason.

If you close your Revolut Global Account or your Revolut Global Account becomes suspended or restricted before we were to deliver the Reward or between the time of qualifying for the Reward and receiving the Reward that you were entitled to under this promotion, you will lose your entitlement to that Reward.

Events beyond the control of Revolut may also occur that render the awarding of the Reward as part of this promotion impossible. Revolut will not be liable for any loss, whether directly or indirectly suffered, as a result of an event outside of its control. If we have reasonable grounds to believe that you have engaged in any fraud or material abuse of this promotion we may in our sole discretion take any actions we see fit in the circumstances.

Revolut will send marketing to its existing customers in compliance with applicable data privacy and direct electronic marketing laws. If you do not want to receive marketing from Revolut, you must manage your marketing preferences with Revolut. If you sign up to Revolut as part of this promotion, Revolut will process your personal data in compliance with our privacy policy.

This promotion is a one-sided campaign, where only the invitees can be awarded the Reward, if all the eligibility criteria are met.

The Reward will be sent to the address in which you received your last Standard card, by the Reward Date.

These Promotion Terms and Conditions are published in (Portuguese and English) and in case of discrepancies, the Portuguese version will prevail. This means you cannot derive any rights from the English version, and only the Portuguese version can be used in any claims or legal proceedings.

This promotion and the Promotion Terms and Conditions are governed by Brazilian law and the courts of Brazil have exclusive jurisdiction to determine any dispute relating to it.

*July 20 2023 update:* We have updated the terms to allow for more clarity regarding (i) the eligibility of customers which have completed the transactions before the beginning of the Promotion and (ii) the criteria for receiving the Prize.

## Contact Information

**Online chat:** <https://www.revolut.com/pt-BR/contact-us/>

**Support phone numbers:** +55 11 5039 1888 and +55 0800 591 1445 (toll-free);

**Emails:**

- **support@revolut.com** – customer support
- **Ombudsman:** available on business days, from 8:00 a.m. to 6:00 p.m. (Brasília time), at 0800 591 1329 or by email at [ouvidoria@revolut.com](mailto:ouvidoria@revolut.com) – for complaints that could not be resolved through the customer support channels listed above
- **courtorders@revolut.com** – fraud, information requests, or fund blocking requests
- **juridico@revolut.com** – judicial matters or other legal issues