

FRENCH BANK MOBILITY MANDATE TERMS

These French Bank Mobility Mandate Terms govern the mandate by which a customer authorises Revolut France, succursale de Revolut Bank UAB (“Revolut”, the arrival bank), to carry out the banking mobility process in relation to the customer’s account held with another bank (the departure bank).

1. Purpose of the mandate

By signing the bank mobility mandate, the customer authorises Revolut to carry out, free of charge and on the customer’s behalf, the formalities required for the French banking mobility service, including:

- requesting from the departure bank information relating to active direct debits and recurring credit transfers that have transited through the original account during the previous 13 months;
- requesting from the departure bank information relating to cheques not yet debited from cheque books used during the previous 13 months;
- communicating the details of the arrival account to the departure bank;
- requesting the cessation of standing orders on the original account as of the date indicated in the mandate, subject to applicable legal and operational deadlines;
- where applicable, transmitting a copy of the mandate to the departure bank or to any relevant service provider involved in the banking mobility process.
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2. Balance transfer and account closure

Revolut will ask for the transfer of the credit balance from the original account to the arrival account, and for the closure of the original account, on the date indicated in the mandate.

3. Customer acknowledgements

The customer acknowledges that Revolut acts on the basis of the information and instructions provided in the signed mandate.

The customer certifies that the information provided in the mandate is accurate and complete.

The customer acknowledges having been informed of the documentation relating to banking mobility and of the existence of customer support, complaint-handling and mediation arrangements.

4. Cases where the mandate becomes ineffective

If the arrival account is closed, or if the opening or maintenance of the arrival account is prevented, the mandate becomes null and void.

In such cases, it is the customer's responsibility to take any necessary steps with issuers of direct debits, recurring transfers, or any other counterparties.

5. Regulatory timelines

Applicable timelines are understood in business days from the date on which the mandate, or the relevant information required to perform it, is received and processed.

6. Duration and revocation

The mandate is valid for a period of 6 months from its effective date, unless revoked earlier by the customer.

The customer may revoke the mandate before Revolut has transmitted the new bank details to the relevant counterparties or institutions involved in the banking mobility process.

Once Revolut has transmitted the new bank details as part of the banking mobility process, revocation may no longer be possible for actions already initiated.

7. Effective date

The mandate takes effect from the date on which it is recorded or digitised by Revolut, or from the date of registration in the case of electronic processing.

8. Personal data

Revolut processes personal data as necessary to perform its obligations under the mandate and to comply with applicable legal and regulatory requirements.

For more information on how Revolut handles personal data, including customer rights, customers should refer to Revolut's Customer Privacy Notice.