

These Paid Plans Terms are effective upon acceptance by the customer.

## **Paid Plan Terms**

### 1. Why this information is important

These terms Paid Plans Terms set out the terms and conditions for extra services we provide to our Plus, Premium, Metal and Ultra (each a Paid Plan) users. It also sets out other important things that you need to know.

These Paid Plans Terms together with the [Personal Terms](#) and the [Fees Pages](#) to the extent that they relate to Paid Plans are the legal agreement (the "Agreement") between:

- you; and
- us, meaning Revolut Bank UAB (a company incorporated in the Republic of Lithuania with company number 304580906 and whose registered office and head office is at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania).

These Paid Plans Terms refer among others to the services described in the Personal Terms and those covered by it. If there is any inconsistency between the Personal Terms and these terms and conditions, these terms and conditions will prevail.

Your Paid Plan is a subscription. Further details on the subscription period and payment cycles can be found in section 11 and 12 of these Paid Plan Terms. Our fees are set out in the [Fees Pages](#).

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

**Please read these terms and conditions carefully**

### 2. About us

We are Revolut Bank UAB (Revolut Bank), an authorised bank which is regulated by the [Bank of Lithuania](#) and the [European Central Bank](#).

In relation to the business of insurance distribution, Revolut Insurance Europe UAB (Revolut Insurance Europe), company number 305910164, is enrolled by the Bank of Lithuania on the list of insurance brokerage undertakings. This list can be found on the [website of the Bank of Lithuania](#).

Revolut Bank and Revolut Insurance Europe both have their registered office at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania.

Except where these terms and conditions say otherwise, the rights and obligations set out in these terms apply to you and Revolut Bank.

### 3. What are the Paid Plan services?

#### **What are the Revolut Plus services?**

Plus users have access to all the services specified in the Personal Terms available to personal account holders (we call these services Standard), as well as the following benefits:

- two free Revolut Plus cards (and one free additional card each subsequent year);
- free Revolut Plus card to use with your credit limit (if we conclude a credit limit agreement);
- up to three active physical Revolut cards at any one time;
- access to up to 2 Revolut <18 accounts and full access to <18 features;
- higher interest rates for Savings than for Standard plan customers (when they are available to us);
- access to Purchase Protection, Refund Protection and Ticket Cancellation Insurance for purchases made with your Revolut account (as described below); and
- priority customer support through the app.

#### **What are the Revolut Premium services?**

Premium users have access to all the services available to Standard and Plus users above, as well as the following benefits:

- two free Revolut Premium cards (and one free additional each subsequent year);
- free Revolut Premium card to use with your credit limit (if we conclude a credit limit agreement);
- double the free ATM withdrawal allowance of Standard users;
- travel insurance (as described below);

- the opportunity to buy discounted lounge passes;
- Plan Partnerships; and
- access to cryptocurrency and precious metals at better rates than Standard and Plus users.

### **What are the Revolut Metal services?**

Metal users have access to all the services and benefits available to Standard, Plus and Premium users above, as well as the following benefits:

- one free contactless stainless steel Revolut Metal card;
- free Revolut Metal card to use with your credit limit (if we conclude a credit limit agreement);
- four times the free ATM withdrawal allowance of Standard users;
- access to up to 5 Revolut <18 accounts;
- Plan Partnerships.

### **What are the Revolut Ultra services?**

Ultra users have access to all the services and benefits available to Standard, Plus, Premium and Metal users listed above as well as the following benefits:

- one free contactless Revolut Ultra card;
- free Revolut Ultra card to use with your credit limit (if we conclude a credit limit agreement);
- additional trip & event cancellation cover;
- complimentary lounge passes for personal use and the opportunity to buy passes for your guests;
- ten times the free ATM withdrawal allowance of Standard users;
- Plan Partnerships; and
- any other benefits we add from time to time.

## **4. What are the Paid Plan cards?**

### **Revolut Plus card**

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

We may charge fees for any Plus Cards that we issue above your free allowance.

#### Revolut Premium Card

If you become a Premium user you'll be able to order a Revolut 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 above your free allowance.

#### Revolut Metal Card

If you upgrade to Metal, we'll issue you with a Revolut 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.

#### Revolut Ultra Card

If you upgrade to Ultra, we'll issue you with a Revolut Ultra Card that is only available to Ultra users. You can still use other Revolut cards you have.

## **Insurance**

### 5. Travel insurance as part of your Premium, Metal or Ultra subscription

The rights and obligations set out in this section apply to you as beneficiary of the group policy held by Revolut Bank, Revolut Bank as a group policy holder and Revolut Insurance Europe as an insurance broker distributing the group policy. This section describes:

- how Revolut Insurance Europe arranges collective travel insurance for Revolut Bank to be able to offer travel insurance benefits as part of your subscription; and
- how a non-life insurance company Cowen Insurance Company Limited (the underwriter) and Cover Genius B.V. (the policy administrator) are responsible to you for handling any claim you make in relation to your travel insurance benefits, and for making any payments to you after a successful claim (via <https://www.xcover.com/en/login>). Their registration details are as follows:
- Cowen Insurance Company Ltd - (Malta Company Registration Number C 55905), Level 3, Gasan Centre, Triq il- Merghat, Zone 1, Central Business District, Birkirkara, CBD 1020, Malta. Cowen Insurance Company Limited is authorised under the

Insurance Business Act 1998 of the laws of Malta to carry out general business and is regulated by the Malta Financial Services Authority, Triq l-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010, Malta (Cowen).

- Cover Genius Europe B.V. of De Vijzel, 3rd Floor, Vijzelstraat 20, 1017HK Amsterdam, the Netherlands, authorised and regulated by the Dutch Authority for Financial Markets (AFM) under reference number 12046177 ("Cover Genius").

We know that when you're looking forward to travelling the last thing you want to do is arrange insurance. This is why we at Revolut arrange travel insurance benefits for you. Revolut Bank has engaged Revolut Insurance Europe - an insurance brokerage company that carries out the activity of insurance mediation - to arrange the collective travel insurance on behalf of Revolut Bank. Revolut Insurance Europe has arranged the travel insurance from the third party travel insurer Cowen through services provided by Cover Genius. For this arrangement, Revolut Bank pays a service fee to Revolut Insurance Europe.

Revolut Insurance Europe and Revolut Bank don't control or own Cowen or Cover Genius in any way, and Cowen and Cover Genius do not control or own us.

Whilst we have a contractual obligation to arrange your travel insurance with Cowen and Cover Genius, Revolut Insurance Europe acts on your and not the insurer's behalf, we will not provide you with advice or a recommendation on the suitability of the travel insurance benefits for you. Please make sure the benefits are suitable for you by reading the insurance product information document (IPID) and the Travel Insurance Policy Wording, paying attention to what is and isn't covered. If you are an Ultra user, please note that trip cancellation is covered separately under your trip & event cancellation cover as set out below.

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

To be eligible for travel insurance benefits you must be aged over 18 and you must have paid your travel in full with your Paid Plan account. More detailed information about your insurance benefits is provided in the Policy Wording and IPID. Please read them carefully. There is a copy of these documents in the Revolut app. The Policy Wording also include other information relevant to you, such as the rights of the insurer where you do not follow the terms set out in the Conditions for Beneficiaries, claims information, information on how the insurer processes your personal data, applicable law and similar.

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

## 6. Complaints and claims for Travel insurance

If you are unhappy with how your travel insurance was arranged, please get in touch through the Revolut app. Problems can usually be quickly solved in this way. Details for complaints handling are provided in the [Insurance Terms](#).

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

If you want to make a complaint in connection with the travel insurance benefits, please contact Cover Genius directly.

You can find out how to do this in the insurance section of the Revolut app. Cover Genius will handle your complaint and communicate with you in English, unless they tell you otherwise. If you send any complaint to us, we will pass it on to Cover Genius without dealing with it.

### **How to make a claim with respect to your travel insurance benefits**

If you want to make a claim, please contact Cover Genius (trading as "XCover") directly. You can find out how to do this in the insurance section of the Revolut app. XCover will handle your claim and communicate with you in English, unless they tell you otherwise.

## **7. Purchase, refund, and ticket cancellation insurance as part of your Paid Plan subscription**

The rights and obligations set out in this section apply to you and Revolut Insurance Europe. This section describes:

- how Revolut Insurance Europe arranges purchase protection, refund protection and ticket cancellation insurance as part of your subscription with Revolut Bank and distributes it to you; and
- how an insurance intermediary appointed by our insurance partners, QOVER SA, registered with the Crossroads Bank for Enterprises under number 0650.939.878 (RLE Brussels) and registered at FSMA as an untied insurance agent under number 0650.939.878 (Qover), is administering the product and is responsible for handling any claim you make under your purchase protection, refund protection and ticket cancellation insurance, and for making any payments to you after a successful claim.

We know that when you're looking forward to buying a new phone, laptop or tickets to your favourite concert the last thing you want to do is arrange insurance. This is why purchase protection, refund protection and ticket cancellation insurance has been included in the plan for you, providing you with specified levels of protection depending on the item purchased on your Revolut Card. Revolut Insurance Europe will

not provide you with advice or a recommendation on the suitability of this insurance for you. Please make sure the insurance is suitable for you by reading the insurance product information document (IPID), statement of insurance and the Purchase Protection, Refund Protection, Ticket Cancellation Insurance Master Policy Terms & Conditions (Policy), paying attention to what is and isn't covered.

Revolut Insurance Europe has worked with the following insurance providers to be able to include purchase protection, refund protection and ticket cancellation insurance as part of your Paid Plan:

- to customers in all EEA jurisdictions: Chubb European Group SE is a non-life insurance undertaking governed by the provisions of the French insurance code and authorised and regulated by the Autorité de Contrôle Prudentiel et de Résolution (ACPR) with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France, email address: [contact@qover.com](mailto:contact@qover.com) (Chubb); and
- to customers in all EEA jurisdictions, except for Liechtenstein: Wakam, A French société anonyme (public limited company) 120-122, rue Réaumur, 75002 Paris (France), is a non-life insurance company approved by the ACPR 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, under number 4020259, email address: [contact@qover.com](mailto:contact@qover.com) (Wakam).

Revolut Insurance Europe doesn't control or own Chubb / Wakam in any way, and Chubb / Wakam don't control or own Revolut Insurance Europe.

Revolut Insurance Europe is carrying out insurance distribution on behalf of the insurers Chubb / Wakam. You do not have to pay anything to Revolut Insurance Europe for arranging the insurance with Chubb and Wakam - Revolut Insurance Europe may receive profit share commission from Chubb and Wakam, and receives a service fee from Revolut Bank for insurance intermediary services.

You cannot cancel your insurance cover without also cancelling your subscription to the Paid Plan.

To be eligible for purchase protection, refund protection and ticket cancellation insurance you must be aged 18 or above and you must have made the relevant purchase in full with your Paid Plan account. There are also additional eligibility requirements you must satisfy, which depend on whether you are seeking to make a purchase protection, refund protection or ticket cancellation claim. The full list of criteria can be found in the Policy. Please read the Policy as well as the IPID carefully. There is a copy of these documents in the Revolut app. The Policy also includes other information relevant to you, such as the rights of the insurer where you do not follow the terms set out in the Policy, complaints information, information on how the insurer processes your personal data, applicable law and similar.

If you don't meet the conditions for having the insurance, this doesn't change the subscription you pay for your Paid Plan.

## 8. Complaints and claims about purchase, refund, and ticket cancellation insurance

If you are unhappy with how your insurance was arranged, please get in touch with Revolut Insurance Europe through the Revolut app. Problems can usually be quickly solved in this way. Details for complaints handling are provided in the [Insurance Terms](#).

### **Complaints about the purchase protection, refund protection and ticket cancellation insurance**

If you want to make a complaint in connection with the purchase protection, refund protection and ticket cancellation insurance policy, please contact Qover 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 Qover without dealing with it.

### **How to make a claim under the purchase protection, refund protection and ticket cancellation insurance**

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

## 9. Trip & event cancellation cover as part of your Ultra subscription

The rights and obligations set out in this section apply to you and Revolut Insurance Europe. This section and the following section describes:

- how you will receive trip & event cancellation cover as part of your Ultra plan subscription; and
- how an insurance intermediary QOVER SA, registered with the Crossroads Bank for Enterprises under number 0650.939.878 (RLE Brussels) and registered at FSMA as an untied insurance agent under number 0650.939.878 (Qover), is responsible to you for handling any claim you make under your trip & event cancellation cover, and for making any payments to you after a successful claim.

We know that life happens and the last thing you want is to lose all of your money when you have to cancel a trip or event. This is why the trip & event cancellation cover for trips and events has been included with your Ultra plan for you. Revolut Bank has engaged Revolut Insurance Europe - an insurance brokerage company that

carries out the activity of insurance mediation - to arrange the collective trip/event cancellation insurance benefits for you. For this arrangement, Revolut Bank pays a service fee to Revolut Insurance Europe.

Revolut Insurance Europe will not provide you with advice or a recommendation on the suitability of this insurance for you. Please make sure the insurance is suitable for you by reading the insurance product information document (IPID), statement of insurance and the Trip & Event Cancellation Cover Policy (Policy), paying attention to what is and isn't covered.

The trip/event cancellation insurance which is included as part of your Ultra plan is provided by the following insurer:

- Wakam, A French société anonyme (public limited company) 120-122, rue Réaumur, 75002 Paris (France), is a non-life insurance company approved by the ACPR 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, under number 4020259, email address: contact@qover.com (Wakam).

Revolut Insurance Europe doesn't control or own Wakam in any way, and they don't control or own Revolut Insurance Europe.

To be eligible for insurance you must be aged 18 or above and you must have paid your trip or event in full with your Revolut Ultra account. There are also the additional eligibility requirements you must satisfy, which depend on whether you are seeking to make a claim under your trip & event cancellation cover. The full list of criteria can be found in the Policy. Please read the Policy as well as the IPID carefully. There is a copy of these documents in the Revolut app. The Policy also includes other information relevant to you, such as the rights of the insurer where you do not follow the terms set out in the Policy, complaints information, information on how the insurer processes your personal data, applicable law and similar.

You cannot cancel your insurance benefit without also cancelling your subscription to the Ultra plan service.

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

## 10. Complaints and claims about the trip & event cancellation cover

If you are unhappy with how your insurance was arranged, please get in touch with Revolut Insurance Europe through the Revolut app. Problems can usually be quickly solved in this way. Details for complaints handling are provided in the [Insurance Terms](#).

### **Complaints about the trip & event cancellation cover**

If you want to make a complaint in connection with the trip & event cancellation cover Policy, or in connection with any claim you make under the trip & event cancellation cover Policy, please contact Qover 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 Qover without dealing with it.

### **How to make a claim under the trip & event cancellation cover**

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

## 11. Subscription terms

We offer monthly and annual subscriptions for your Paid Plan.

The annual subscription plan has an initial fixed term of one year. After the initial term, the subscription will renew annually for an indefinite term.

The monthly subscription plan has an initial fixed term of three months. After the initial term, the subscription will renew monthly for an indefinite term.

You may downgrade and therefore terminate your subscription at any time, with effect in accordance with the following rules. If you downgrade during the initial fixed term, your downgrade will take effect at the end of the initial term until the end of which you must pay the subscription fees. If you downgrade during the renewed indefinite term, your downgrade will take effect at the end of the next month, with the month being determined by the date of your subscription (i.e. if you have subscribed on the 5th of a calendar month, a month will end on 4th of the respective following calendar month).

You can withdraw from this Agreement (and so end it) without giving a reason by informing us (through the Revolut app or by sending an email to [support@revolut.com](mailto:support@revolut.com)) within the first 14 days from your acceptance of these Paid Plans Terms and thus the conclusion of the Agreement between you and us. You agree to start performing the Agreement before the end of the withdrawal period. You will not be charged for your withdrawal, but if you have used any Paid Plan services for which a fee is provided for on our Fees page within the first 14 days of the subscription period prior to withdrawal, you will be charged those fees. In case of withdrawal, we will reimburse you your subscription fee.

## 12. Paying your Paid Plan subscription

Depending on the subscription plan you've chosen, you will have to pay the applicable fee monthly or annually. These fees are set out in our [Fees Pages](#).

If you have chosen an annual subscription and your subscription has renewed for an indefinite term, we will continue to charge you annually. Should you decide to downgrade your subscription during a billing cycle, we will give you a partial refund of the subscription fee based on your usage in your current billing cycle (proportional to the period of use of the service in the current billing cycle). If you downgrade during your annual billing cycle you cannot benefit from the discounted annual rate and we will use the monthly price to evaluate your usage for calculating your refund.

When you become a Paid Plan user, we will take the payment from your Personal account balance. If your Personal account balance is insufficient to cover the fees, you will have to top-up your account accordingly. If you don't do this within seven days, we may also take legal steps to collect the payment. Please refer to the Personal Terms for more details on how we can recover outstanding payments.

Unfortunately, if you do not pay the subscription within 30 days of it becoming due, we may cancel your subscription and downgrade you to a Standard plan.

### 13. When can we end your Paid Plan subscription?

We may block or terminate your Revolut account based on the grounds listed in the Personal Terms. We may terminate your Paid Plan subscription immediately if:

- we have reasonable and properly documented grounds to suspect that you have intentionally or through gross negligence used your subscription for purposes that are in breach of Polish or European laws that are directly applicable to you; or
- we have asked you to provide us with information or documents which we are obliged to obtain under generally applicable laws and this information has not been provided by you despite our repeated request; or
- we have asked you to repay your debts to us related to these Paid Plans Terms, but you have failed to do so within the timeframe set by us; or
- we learned that you gave us false information or withheld true information when opening your Revolut account, if providing true information would have resulted in your account not being opened; or
- we are obliged to give you notice of termination under the provisions of generally applicable law applicable to us or by virtue of a court decision rendered in a case involving us or by virtue of a recommendation of a state authority supervising our activities; or

- you are in breach of the provisions of these Paid Plans Terms even though we have asked you to cease the breach and pointed them out to you.

The subscription to a paid plan will also be terminated immediately if the Revolut account is closed based on the reasons listed in the Personal Terms.

## 14. Changes to the Paid Plans Terms

### **Changes you need to approve:**

We will make changes to the essential contractual terms that directly affects you, including important changes to the scope of services and subscription fee, with your express consent. We will inform you about the proposed changes on a durable medium. In the information about a change, we will indicate the scope of the proposed changes, the date of their implementation and a request for your consent to the amended Paid Plans Terms.

We will notify you of such changes at least two months in advance by email and lay out how you can agree to those changes. If you do not agree to changes made in accordance with this section, your subscription (Agreement) will be terminated at the end of the current subscription period for which you have already paid in accordance with the rules defined for downgrades described in section 11. No changes to the terms and conditions or fee will be implemented before the end of the subscription period for which you have already paid.

### **Unilateral changes:**

Subject to the provisions regarding "Changes you need to approve" after renewing the agreement for an indefinite term, we may change this agreement for the following important reasons:

- the introduction, amendment or repeal of generally applicable laws or the issuance of final judgments by Polish administrative courts, Polish common courts (district and appellate courts), shaping the practice of the financial sector; Polish administrative courts, the Court of Justice of the European Union; the Supreme Court; Supreme Administrative Court regarding how we provide our services or how you use our services, to the extent that this will result in an obligation for us to amend the rules and regulations and only to the extent corresponding to such amendments or judgments Changes in this respect will not be made later than within six months of the date on which one of the above events occurs; or
- issuance, amendment or revocation of guidelines, provisions, decisions, or recommendations of the: National Bank of Poland, Polish Financial Supervision Authority, President of the Office of Competition and Consumer Protection, Bank

of Lithuania, European Central Bank or other authorised public administration bodies addressed to the banks or to us directly, from which our obligation to amend the Rules arises. Amendments will be made to the extent resulting from the content of the aforementioned decisions, provisions, recommendations, positions. Changes in this respect will not be made later than within six months from the date of occurrence of one of the aforementioned events; or

- a change in our offer, that is, if we are introducing new products, services or functionalities, if we add a new product or service that doesn't change the terms and conditions of existing products, services or features and the decision to use any new chargeable products, services or features will be at your discretion, the change will only consist of adding to the Paid Plan Terms of the new products, services, functionalities or adjusting the existing provisions of the Paid Plan Terms to include the new services, features or products; or
- the need to introduce:
  - changes resulting from changes introduced by our partners, but only to the extent necessary to ensure compliance with such changes;
  - technological and technical corrections or improvements in connection with the service;
  - ensuring the protection of products and services against abuse, security threats, disruptions and use incompatible with the Paid Plans Terms or applicable law, in particular criminal law (e.g. fraud).
- circumstances in which:
  - we update our contact details, address details or registration details;
  - we introduce a new or change the existing marketing name of our services and products or services and products that we offer together with our partners, provided that these changes do not increase your existing obligations or limit your rights,
  - we correct typographical, spelling or punctuation errors, including adding additional explanations;
  - we merge or separate our regulations;
  - we change the style, font, form or graphics of the Paid Plan Terms, provided that this does not violate your interests or increase your obligations and that it does not result in the amendment or removal of prohibited provisions pursuant to Art. 385[3] of the Civil Code

We can make unilateral changes to non-essential contractual terms of these terms and conditions at any time, but we will only do so for the reasons stated above.

We will notify you of the scope, time and reason for the changes at least 2 months before they come into effect. If you do not agree with the changes, you can terminate

the Agreement at any time before the changes come into effect, and we will refund you a proportionate amount of any fees paid for the subscription period.

## 15. Legal bits and pieces

### **Our contract with you**

Only you, Revolut Bank and, if expressly indicated in these terms, Revolut Insurance Europe have any rights under the agreement.

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

### **Lithuanian law applies**

The laws of the Republic of Lithuania apply to these terms and conditions and the agreement. Despite this, you are subject to the protection afforded to you under Polish laws that cannot be excluded by contract and intended to protect your interests.

### **The Polish version of the agreement applies**

If these terms and conditions are translated into another language, the translation is for reference only and the Polish 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.

Likewise, if we breach the Agreement between you and us and you fail to enforce your rights or delay enforcing them, this will not prevent you from enforcing these or other rights at a later date to the extent that generally applicable law allows you to do so.

### **Taking legal action against us**

The competent court for disputes related to the Agreement concluded between you and us is the Polish court of competent jurisdiction.

#### Privacy

Your personal data will be processed in line with the customer privacy notice that applies to your account, which you can find [here](#).

### **Cryptocurrency & Precious Metals**

This page shows the terms for the services provided to you by us, Revolut Bank. Some sections of these terms expressly indicate the services provided to you by Revolut Insurance Europe.

The Cryptocurrency and Precious Metals products are offered by our company, Revolut Digital Assets Europe Ltd and Revolut Ltd, under the Cryptocurrency Terms and the Precious Metal Terms.