

NOTICE: This English translation is a courtesy and office translation only - applicants for the consumer credit cannot derive any rights from the translated version. Upon applying for the consumer credit this credit agreement will be provided in Italian. The Italian language version of this credit agreement shall apply and prevail and be conclusive and binding. The Italian version shall be used in any legal proceedings.

Personal Loan Consumer Credit Agreement

This consumer credit agreement No <Agreement Number> ("**Credit Agreement**") is made by and between:

- <customer's name surname>, <address> ("**You**" or "**Borrower**"); and
- Revolut Bank UAB, a company established under Lithuanian law, with its registered office in Vilnius, Konstitucijos ave 21B, LT-08130, Vilnius, Lithuania, registered in the Register of Legal Entities of the Republic of Lithuania under no. 304580906 ("**Bank**", "**we**", "**us**" or "**our**").

This Credit Agreement consists of part A and part B sets out important information in relation to your loan, including what our obligations are to you and what your obligations are to us.

Revolut Bank UAB is authorised and regulated by the Bank of Lithuania in the Republic of Lithuania and by the European Central Bank.

PART A

Conditions of your Loan

If you would like to see the Standard Information on Consumer Credit ("SECCI"), please click [here](#).

PART B

General Conditions

1. Type of credit and conclusion of agreement

This Credit Agreement constitutes a loan Agreement of a personal nature reserved for consumer customers who have duly activated a Revolut payment account via the Revolut Mobile App ("**Revolut App**").

The Credit Agreement is concluded upon our acceptance of this application and the disbursement of the requested amount to the Borrower.

2. Duration of agreement and total amount of credit

2.1 This Credit Agreement's duration is specified in the repayment plan, which is an essential component of this Credit Agreement. The repayment plan is accessible to you through your Revolut App account, which displays the amount, number, and frequency of the instalments.

2.2 The total credit amount is specified in the Standard European Consumer Credit Information (SECCI), which is Part A to the Credit Agreement and constitutes the cover page thereof.

3. Right to withdraw - cooling-off period

3.1 Pursuant to Article 125-ter TUB, you may withdraw from the Credit Agreement within fourteen days of its conclusion.

3.2 If you wish to withdraw, you need to notify us via the Revolut App in accordance with the relevant procedure before the end of the withdrawal period, or by sending a PEC (certified email) to revolut.italy.pec@legalmail.it, or a registered letter with acknowledgement of receipt to Via Filippo Sasseti 32, 20124, Milano. The registered letter will be considered sent on time if it is delivered to the accepting post office within the specified time limit. The acknowledgement of receipt, however, is not essential to prove the exercise of the right of withdrawal, which becomes effective three days after receipt.

3.3 If the cooling-off period is exercised, and the Credit Agreement has been fully or partially executed, you are only obliged to repay the capital obtained if repayment occurs within thirty days of the cooling-off period. After the specified time limit, you will need to pay, in addition to the capital, the statutory interest accrued up to the time of repayment. You can pay the amount due via the Revolut App.

4. Your obligations to us

4.1 You agree to repay to Revolut the full amount granted, along with any other contractual charges, such as interest, commission, and other expenses outlined in the SECCI form which is Part A of the Agreement and constitutes the cover page thereof.

4.2 Repayment must be made on the due dates and in the manner specified in the repayment plan, without prior notice.

4.3 We may initiate credit recovery procedures against the Borrower and report you to the Credit Information Systems (C.I.S.) as well as to the Bank of Italy's Central Credit Register.

5. Early repayment of the Credit

5.1 You may choose to repay your loan, in full or in part, at any time before the dates specified in the Repayment Schedule (an "**Early Repayment**"). You can do this in the Revolut App.

5.2 If you make an Early Repayment and repay your loan (in part or in full) we will be entitled to request a fair compensation from you, unless the residual due amount is less than Eur 10,000. This compensation will be 1% per cent of the amount you will repay early, if the residual life of the contract is more than one year. The compensation will be 0.5% of the amount you repay early, if the residual life of the contract is one year or less.

5.3 Once you make an Early Repayment it will be applied and recorded in the same manner as for scheduled Repayments.

5.4 If you make an Early Repayment, it will be recorded with us, and the Total Amount of the Loan will be reduced accordingly, however we will not change any dates indicated in your Repayment Schedule. The reduction will include interest and fees (if any) for the remaining period from the date of the Early Repayment until the Final Loan Repayment date.

5.5 If you make an Early Repayment, your Repayment Schedule will change. Please review your amended Repayment Schedule without delay after any Early Repayment.

5.6 If you make an Early Repayment and you repay the loan in full, you will be entitled to a reduction in the total cost of credit. The amount of the reduction is calculated in proportion to the reduction in time of the term of the loan originally envisaged in the contract.

5.7 If you make an Early Repayment, the Bank will close the Credit Agreement within thirty (30) days of receipt of the early repayment notice, provided that the payment has been made.

6. Repayment of the credit

6.1 You agree to repay the instalments on the agreed due dates by automatic debit of each instalment from their Revolut payment account.

6.2 You agree to make payments in the manner set out in Article 7 below. The repayment plan, which can be accessed via the Revolut App, specifies the due dates for each payment. If you wish to change the monthly payment date, you can do so via the Revolut App. If the request is successful, the interest amount due will be adjusted accordingly. The amount of each payment as shown in the repayment plan shall be debited in settlement of the capital and interest amounts due. Each payment will be considered properly made once we receive the relevant amount.

6.3 Payments may only be made in Euro.

6.4 If you fail to make payments on the due dates stipulated in the Credit Agreement, by way of partial derogation from Article 1194 of the Italian Civil Code, the sums deriving from each payment shall be charged in the following order, starting with the oldest instalment due:

- any outstanding tax charges (e.g. stamp duty);
- penalty fees for late payments pursuant to art. 8;

- expenses for investigating the loan (application fee);
- conventional interest (i.e. as provided for in the Credit Agreement);
- the amount due as capital;
- any other amount due and provided for in the Credit Agreement for any reason whatsoever.

6.5 Each payment made is recorded and visible in the Revolut App. Any erroneous payment shall be returned to the Borrower.

6.6 Once the entire debt has been repaid correctly, the Borrower will be notified via the Revolut App and by email.

6.7 You expressly acknowledge that the Bank may offset, pursuant to Article 1252 of the Italian Civil Code, the sums owed by the Bank to you for amounts not due, against the sums for which you owe Revolut by way of Credit Agreements or other contractual relationships, provided that such sums are liquid and payable.

7. Your consent for repayments to be made

7.1 To enter into this Credit Agreement, you must already hold a Revolut payment account. You will need to keep your Revolut payment account active until you receive the final notifications that all your obligations under this Credit Agreement have been duly fulfilled.

7.2 Your Revolut Payment Account will be debited on the due date for all credit repayments. It is your responsibility to ensure that there are sufficient funds in their account the day before each payment is due. We will send you notifications via app/SMS/email regarding the due date of the instalments, the payment status and the status of any overdue payments.

7.3 You authorise us to perform the following operations until the obligations under the Credit Agreement have been fully met, regardless of any termination or cancellation of the Credit Agreement:

- a. to debit the instalment amount from your Revolut Payment Account on the due date of each payment;
- b. If you are unable to make the full payment on the instalment due date, and you have linked a payment card from another bank to your Revolut Payment Account, we will debit this payment card.

7.4 If full payment cannot be made on the instalment due date, the Bank will attempt to debit the amount from the Revolut Payment Account and any linked payment card on each subsequent day until the full balance has been settled.

8. Late payment. Commission for non-payment. Notifications

8.1 If a payment is late and our personnel or appointed agents need to intervene, you will be charged a fixed 10% fee on each of any overdue amount. This means that, in case you have a number of overdue repayments, you will have the same number penalties fee computed.

8.2 This fee will be automatically charged to you upon payment of the instalment.

8.3 We will report your debt position to public and private databases and credit information systems. You acknowledge that any negative reports resulting from default can make it more difficult for you to obtain a loan in the future.

9. Acceleration clause and termination of the agreement

9.1 In case of payment default of at least three instalments, non-compliance with Articles 6 (Payments) and 8 (Late payment) we may declare the acceleration clause and terminate this Credit Agreement, as well as in the following cases:

- misrepresentation of your personal or financial situation;
- ascertainment of bill protests, enforcement action or insolvency proceedings against you.

9.2 In case of an acceleration clause being declared or the Credit Agreement being terminated, we may request you the full payment within 30 days from the date of the letter of request for the entire outstanding debt, including overdue instalments and due instalments and penalty fees pursuant to Article 8.

9.3 If you have multiple loans granted by us, a declaration of acceleration or termination of the Credit Agreement issued in respect of one loan may also apply to the other current loans.

10. Transfer of the Credit agreement or credit

10.1. You explicitly agree that the Bank may assign some or all of its rights under this Credit Agreement. If the Credit Agreement or the credit derived from it is transferred, we will notify it to you via the Revolut App or other durable medium.

11. Charges and expenses

11.1 You will bear all charges, whether direct or indirect, present or future, related to the Credit Agreement.

11.2 You will also bear the expenses for information on communications and transactions (as indicated, with relevant amounts, in the SECCI form, which is attached to the Credit Agreement and constitutes the cover page thereof).

11.3 The loan's medium to long-term (i.e. more than 18 months) allows application of the substitute tax option. By signing this Credit Agreement, we exercise our right to apply the substitute tax option, if the Credit Agreement has a term of more than 18 months.

12. Recurring communications

12.1 Communications under the Credit Agreement shall be transmitted via the Revolut App, or other secure means.

12.2 Upon termination of the Credit Agreement, and at least once a year, we will send you an analytical communication, via the Revolut App or other secure means, providing information on the course of the Credit Agreement and an updated overview

of the financial terms and conditions applied. If you do not object in writing, the communication shall be deemed to have been approved sixty (60) days after receipt.

12.3 If you let us know, we can send you the said communications via ordinary post, In this case we may charge you the amount indicated in the SECCI form.

12.4 You have the right to change the means of communication used at any time (choosing between paper documents sent by post or via the Revolut app).

13. Variations

13.1 We may vary this Credit Agreement by providing you with not less than two months' written notice. We will only make such a variation to reflect current market practice, the requirements of any law, code, regulation, guidance or guidelines, to clarify an existing clause in this Credit Agreement or where an update is required in respect of changes within the Revolut group. In case you disagree with such amendments, you can terminate this Credit Agreement and repay the credit and all outstanding amounts before the date indicated in our notice.

13.2 If, at any time during the term of this Credit Agreement, any one or more of the terms of this Credit Agreement are deemed to be invalid, illegal or unenforceable, the remaining terms under the Credit Agreement will be unaffected and will continue in existence and you will continue to be bound by those terms.

14. Governing law and jurisdiction

14.1 This Credit Agreement, and any non-contractual obligations arising out of or in connection with this Credit Agreement, are governed by and interpreted in accordance with the laws of Italy.

You agree that any dispute or claim arising out of or in connection with this Credit Agreement (including any dispute or claim relating to its existence, validity or termination) or any non-contractual obligations arising out of or in connection with it will be dealt with by the courts of Italy.

14.2 Your contractual relationship related to the Payment Account is governed by the terms and conditions, and governing law, that you have separately agreed with us.

15. Complaints

15.1 You may file a complaint by email to formalcomplaints@revolut.com, or by PEC (certified email) to revolut.italy.pec@legalmail.it, or by registered letter with acknowledgement of receipt to Revolut Bank UAB Konstitucijos ave. 21B, Vilnius, 08130, Repubblica di Lituania.

We will accept and consider any complaint sent by you to us. Our final response to your complaint, or a letter explaining why the final response has not been completed, will be provided to you within 60 Business Day after your complaint has been made. If the complaint regards payment services, we will provide our final response within 15 Business Days, and in exceptional circumstances, within 35 Business Days (and we will let you know if this is the case).

15.2 If you are unhappy with how we have dealt with your complaint, you can refer it to the Banking and Financial Ombudsman (ABF) before going to court. To find out how to contact the Ombudsman, you may refer to the Practical Guide on accessing for the out-of-court settlement mechanism for disputes, check the website www.arbitrobancariofinanziario.it, or ask at any Bank of Italy branch, or check the Revolut Italia website.

16. Other legal bits and pieces

16.1 Processing of personal data

We have the right to carry out the monitoring, analysis and evaluation of your actions as the Borrower (and, where applicable, the spouse), performed in the Revolut Account (including payment transactions and other transactions). Also we have the right to obtain your and/or the spouse personal data and transfer your data (such as name, surname, personal number, place of residence, information on the obligation under this Credit Agreement to make Repayments or interest, information on debt liabilities) to persons related to us and third parties: entities managing data files of joint debtors, entities managing credit bureau information systems, entities providing debt recovery services, competent public authorities, registers and other third parties to the extent necessary to ensure the implementation of our rights and legitimate interests, the assessment of your solvency, the fulfilment of the provisions of this Credit Agreement and legal requirements. The list of such data providers and recipients is published on our website.

We will process your personal data in accordance with our Privacy Policy (which you acknowledged when you created your Revolut Account and can access at any time through the Revolut App or Revolut's website).

Our Legal Entity Code is: 304580906. Our registered office is at Konstitucijos ave 21B, LT-08130, Vilnius, Lithuania.

Data about us is collected and saved in the Register of Legal Entities of the Republic of Lithuania.

16.2 Form and execution of the Credit Agreement

The Credit Agreement is deemed to have been executed when you accept the Credit Agreement in the Revolut App. We may require you to accept the Credit Agreement in accordance with the procedure for authentication of the Revolut App user and transaction approval provided for in the Revolut App (including requirement to enter a password or use biometric elements).

This Credit Agreement shall be concluded in electronic form and any amendments to the Credit Agreement shall also be made in electronic form.

We will make the Credit Agreement and any amendments to the Credit Agreement available to you in a durable medium.

