

This version of our Personal Terms are effective from 19th November 2025.

## 1. Why this document is important

This document sets out the terms and conditions for your account on the Revolut app (your "**Revolut Account**") and its related services, including your Revolut Prepaid Payment Instruments ("**PPI**") wallet (the "**Wallet**"). It also sets out other important things that you need to know.

These terms and conditions, along with the [Fees Page](#) and any other terms and conditions that apply to our services, form a legal agreement (the "**Agreement**", or the "**Terms**") between:

- you, the customer; and
- us, Revolut Payments India Private Limited.

We are a company incorporated in India which is authorised to issue PPIs by the Reserve Bank of India (RBI), (the financial regulator in India) under the Payments and Settlement Systems Act, 2007. Our Corporate Identification Number is U74999MH2021FTC358965.

It's important for you to understand how your Revolut Account works. You can ask for a copy of these Terms through the Revolut app, at any time.

If you'd like more information you might find it helpful to read our [FAQs](#) but these FAQs don't form part of our Agreement with you.

The main way we provide our services is through the Revolut mobile app. However, we provide our services in other ways too, like through web pages, other apps, APIs and other means. These terms apply whenever and however you access our services. This means they apply to all the ways you can access a particular service, even if we refer to the service being accessed through a specific means in these terms. For example, when we talk about Revolut Card payments, we mean payments using a physical card, but also a virtual card or a card added to a third-party payment service, where permitted by us.

This Agreement also applies to other Wallet-based accounts that you open through the Revolut app like the <18 Account, as well as any others that we may offer to you as a result of you being a customer with a Revolut Account, and a holder of a Wallet. These other Revolut Accounts are also subject to additional account specific terms that you must agree to when you open those Revolut Accounts. You can access these other terms on our website, and in the Revolut app.

## 2. What type of account is my Revolut Account?

Your Revolut Account consists of your user account on the Revolut app, and a digital wallet that holds funds denominated in Indian Rupees.

PPIs are a payment system regulated by the RBI and they are essentially instruments that facilitate the purchase of goods and services, financial services, remittance facilities, etc., against the value stored therein. If you or someone else transfers money to us in connection with your Wallet, we'll issue an equivalent value of money to your Wallet immediately. We'll store the money in your Wallet, and other people can accept it as payment.

Please note that PPIs can only be used for making payments in Indian Rupees. In case you require any services involving foreign currency payments or transfers, such as foreign currency cards (forex cards) and/or international remittances, we may be able to offer such services to you through one of our affiliated entities. More details about our international payments and remittances products can be found [here](#), and on the Revolut App. It is hereby clarified that any issues you face with regard to your Revolut Account or your Wallet, shall be attended to/addressed by Revolut Payments India Private Limited and for any issues you face with regard to any products offered by our affiliates, the relevant affiliate providing such product will be responsible.

### **3. Using money in your Account**

Once you have money loaded in your Wallet you'll be able to use our services. For example, you can do the following:

- Send money to and receive money from other Revolut Wallets and non-Revolut Wallets and/or bank accounts;
- Make payments and withdraw cash using your Revolut Card;
- Make payments using Unified Payments Interface (UPI); and
- View information about and manage your Account.

We add new features and services all the time. We'll let you know about these through the Revolut app.

### **4. Can I open a Revolut Account?**

When you ask us to open a Revolut Account (which includes the Wallet), we or someone acting for us may ask for information about you and where the money you will put in your Wallet comes from. We do this for a number of reasons, including to meet our legal and regulatory requirements. Our Customer Privacy Notice ([accessible here](#)) explains more about how we use your information for these and other purposes. When we have the information we need, we will open your Revolut Account.

You can't:

- open more than one Revolut Account;
- use a Revolut Account for business purposes.

As part of our onboarding processes, you will be required to undergo Know-Your-Customer (KYC) processes, in accordance with applicable laws, including the guidelines and regulations issued by the RBI.

## Keep us in the loop

Please keep your details up to date and let us know immediately if any information you've given us changes. If we discover that any of your information is incorrect, we will update it.

To meet our legal and regulatory requirements we might sometimes need to ask for more information about you (for example, if your spending increases). Please provide this information quickly so that there is no disruption to your Account or our services.

## **5. How do I get information on payments into and out of my Wallet?**

You can check all payments into and out of your Wallet through the Revolut app. We will not make any changes to your Revolut Account information. It will be available to you through the Revolut app while you are a customer. If you need to keep a copy of the information after your Revolut Account is closed, you will need to download it while your Revolut Account is still active. You can download this information from the app at any time.

We will send a notification on the Revolut app, to your mobile device each time a payment goes into or out of your Wallet. You can turn off these notifications, but if you do, you should regularly check your payments on the Revolut app. It's important that you know what payments go into and out of your Wallet, so we recommend that you do not turn off notifications. Please note that for certain transactions, we may notify you of such transactions on your Revolut Wallet through SMS, or any other such means, as required by RBI's regulations.

## Communicating with you

We'll usually communicate with you through the Revolut app.

This is how we will provide information about your Revolut Account/Wallet and tell you about any fraud, or suspected fraud, relating to your Revolut Account/Wallet. It is also how we will tell you if there is a security threat to your Revolut Account/Wallet. Make sure you regularly check the Revolut app for this information.

To help keep your Revolut Account and Wallet safe, download the latest software for your mobile device and the latest version of the Revolut app as soon as they are available.

We may also communicate with you by text message or email, so you should regularly check your text messages and email.

We will usually communicate with you in English.

## **6. How do I close my Revolut Account?**

You can close your Revolut Account, and so end this agreement, at any time by letting us know. You can do this through the Revolut app, or by emailing us at support-india@revolut.com.

You will still have to pay any charges you've run up (for example, if you've asked for an extra Revolut Card). We may also charge you any cancellation fees that apply to other agreements you've entered into with us (for example, if you cancel your paid plan subscription under the [Paid Plan Terms](#)).

We will ask you to withdraw any remaining positive Wallet balance you have including liquidating any other balances you have in other Revolut accounts within the app.

When you have liquidated any other balances you have in other Revolut accounts, and your Wallet balance is zero, we will close your Revolut Account, and you will lose access to the app including other Revolut accounts, services, and any cards you have. If your Revolut Account or Wallet has been temporarily restricted, we may not be able to close it until we have completed our enquiries.

## **7. How is my money protected?**

All funds loaded into your Wallet are held in a dedicated escrow account with a scheduled bank, authorized and licensed by the Reserve Bank of India (RBI). This ensures your funds are separate from Revolut's operational money. Only credits and debits explicitly permitted by RBI regulations are allowed in this account. Importantly, as per Section 23A of the Payment and Settlement Systems Act, 2007, these funds cannot be used for any purpose other than discharging Revolut's liabilities to its customers. In the event of insolvency or bankruptcy, these funds must be prioritized to discharge Revolut's liabilities to its PPI wallet customers, providing an additional layer of security for your money.

When we become aware of a payment for your Wallet, or you add money to it, we issue the equivalent value of money to your Wallet immediately.

When we receive that payment or the money you add, we quickly either:

- place it into one of the dedicated escrow bank accounts that we hold with large scheduled banks ("**Escrow Bank**"), in accordance with RBI's Master Direction on Prepaid Payment Instruments (as mentioned above, escrow accounts keep your money separated from our own money, and the types of banks we can use are set by RBI's regulations); or
- create fixed deposits with the same Escrow Bank, as permitted under RBI's Master Direction on Prepaid Payment Instruments.

We call this "safeguarding".

The time at which we receive a payment for you or receive the money you add depends how we receive it:

- We only become aware of inbound bank transfers when they arrive in our bank account. When we receive these transfers, we issue the money to your Wallet straight away.
- When you add money on the Revolut app (for example, by using your stored card, UPI, netbanking or some other payment methods), we know the payment is coming before we actually receive it, so we issue the money to your Wallet straight away. However, we don't safeguard the money for these payments until we actually receive it. If it's been more than five business days since we issued you the money but the payment still hasn't arrived, we safeguard the money for you, using our own money, anyway.

A business day is a day other than a weekend or bank holiday in Mumbai, India.

We keep safeguarding your money until you pay it out. This happens when you spend or withdraw it using your Revolut card, send it to another bank account or PPI or Wallet user, or spend it in any other way.

**What would happen in an insolvency?**

Safeguarding helps protect you if we were to become insolvent. If that were to happen, you (and all our other customers) would be paid out your PPI balances from our Escrow Account(s). As per the Payments and Settlement Systems Act, 2007, in case of any insolvency, you, along with our other customers will have the first and paramount right over any funds held in the Escrow Account.

## **8. Keeping your Account safe**

We do everything we can to keep your money safe. We ask you to do the same by keeping your security details and Wallet and card safe.

This means you shouldn't keep your security details near your Revolut Card or a device you use to access your Wallet, and you should disguise or protect them if you

write them down or store them. Don't share your security details with anyone. Sometimes it's easy to forget to take the steps you should take to keep your money safe. Here are a few tips:

make sure you close down the Revolut app (or any other means of accessing your Account) when you're not using it;  
keep the devices you use to access your Account secure;  
keep the factors used to log into your Account (like your email account and sim card or phone number) secure and don't let other people use them; and  
download the latest software for the device you are accessing Revolut from and the latest version of the Revolut app as soon as they are available.

Contact us through the Revolut app (you can reach us through our 24/7 in-app chat support), or reach out to us at the below mentioned phone number, as soon as possible, if your Revolut Card is lost or stolen, or if your Revolut Card or security details could be used without your permission, or to report any unauthorised transactions on your Revolut Wallet.

If you can, you should also freeze your Revolut Card using the Revolut app or by calling the automated number below. If you later realise there's not a risk to your Revolut Card's security, you can unfreeze it.

How you can contact us

You can contact us in any of the following ways:

Email: [support-india@revolut.com](mailto:support-india@revolut.com)

Phone number: \_\_\_\_\_

24/7 In-App chat

## **9. Making Payments using Unified Payments Interface**

You can make payments using the Unified Payments Interface (UPI) through your Wallet. When you initiate a UPI payment via the Revolut app, you are authorizing us to process this transaction.

**Transaction Information:**

All UPI payments, both incoming and outgoing, will be reflected in your transaction history within the Revolut app. We will also send a notification to your mobile device for each UPI payment. While you can turn off these notifications, we strongly recommend keeping them enabled to stay informed about your account activity.

**Account Details:**

It is crucial to keep your personal and account details up to date. Please notify us immediately if any information you have provided changes.

## **Adding Money:**

You can add money to your Wallet using UPI. When doing so, you must follow the prompts from the app carefully to avoid any delays.

## **Payment Limits:**

We may set limits on how much you can receive into or pay from your Wallet using UPI. These limits can change over time, and information about them will be available in the Revolut app.

## **Security:**

We do everything possible to keep your money safe. You are also responsible for keeping your security details and Revolut Account and Wallet safe. Do not share your security details with anyone.

## **Refusal or Delay of Payments:**

We may refuse or delay a UPI payment if legal or regulatory requirements prevent us, if we, any of our banking partners, or the National Payments Corporation of India suspects criminal activity or fraud, if you have breached these Terms, or if there are insufficient funds in your Wallet, among other reasons. We will inform you if a payment is refused or delayed, unless prohibited by law or for security reasons.

## **Fees:**

While we aim to keep payments free, some methods of adding money may incur a cost, which may be passed on to you as a fee. Any applicable fees will always be shown in the app before you make a payment, and our current fees are also listed on our Fees Page.

## **Mistaken Payments:**

Always verify the details of the recipient before making a UPI payment. We are not responsible for payments made to the wrong person due to incorrect details provided by you. However, if you ask us, we may attempt to help you recover the money. If a payment is mistakenly paid into your account, we reserve the right to reverse or hold the payment.

## **Transaction Authentication:**

All outgoing UPI payments initiated via the Revolut app must be authenticated by you using your secure Revolut passcode or, where supported by your mobile device, a

biometric verification method (such as Face ID or fingerprint). This measure is mandatory to ensure the security and authorisation of your transactions. Your Revolut passcode is strictly confidential. You must never share your Revolut passcode with anyone, including Revolut employees, agents, or any other third party, under any circumstances.

## Online Safety:

For your security, you must refrain from sharing any of your Revolut Account, Wallet, or Revolut Card financial details on social media platforms, forums, or any public communication channels. Always contact Revolut or any service provider only through their officially published and secure communication channels.

## **10. Are there any restrictions on using my Revolut Account or Wallet?**

Please act reasonably and responsibly when using your Revolut Account and/or Wallet, or any service we provide to you under it.

- You cannot use your Revolut Account or Wallet in the following ways, either directly or indirectly:
- for illegal purposes (for example, committing fraud);
- in a way that we reasonably believe might harm our ability to provide our services;
- to control or use an Account or Wallet that's not yours;
- to give Revolut Cards to any other person;
- to allow anyone else to have access to or use your Wallet or Revolut Account; or
- to abuse, exploit or get around any usage restrictions set by a service provider your Revolut Card is registered with. For example, you must only use one Revolut Card for any particular service provider that offers a free subscription or trial period.

Please also act in a respectful way towards us and our support staff – we're here to help you.

## **11. Adding money to my Wallet**

You can conveniently add funds to your Revolut Wallet using several secure methods:

- External Cards: You have the flexibility to use external debit or credit cards to top up your wallet.

- External Bank Transfer (via UPI ID): You can transfer money directly from your external bank account to your Revolut Wallet by sending funds to the unique Revolut UPI ID linked to your PPI Wallet. This allows for seamless transfers from any bank that supports UPI.
- In-app Bank Transfer Top-up: For quick and integrated transfers, you can utilize the in-app bank transfer options, which include:
- UPI: Make instant payments directly from your linked bank account using the Unified Payments Interface within the Revolut app.
- Net Banking: Access your online banking portal through the Revolut app to transfer funds securely.

Please be aware that adding funds to your Revolut Wallet using cash is not supported. At the time of loading of funds, we may, with your consent, store certain details about your payment method, such as the last 4 digits and card issuer name of your card, for, amongst other things, transaction tracking and reconciliation purposes.

There is more information on adding money to your Wallet in our [FAQs](#). Revolut reserves the right to block the loading or transfer of money to your PPI wallet if we, or any of our partner banks, payment aggregators, payment gateways, etc. have reasonable grounds to suspect any activity related to Anti-Money Laundering (AML), financial crime, or any other suspicious transactions. This action may be taken to comply with legal and regulatory requirements and to protect the security of your account and the financial system. We will inform you if such a block occurs, unless prohibited by law or for security reasons.

## Payment limits

Sometimes we might limit how much you can receive into or pay from your Wallet, or how much you can withdraw or spend using your Revolut Card. These limits can change from time to time. Information about these limits is set out in our [FAQs](#). Please be aware that there may be legal or regulatory restrictions on the amount of funds you can hold in your Wallet, as well as on the value or frequency of transactions you can make. These limits are subject to change based on applicable laws and regulations. We will provide information about any such limits within the Revolut app.

## Fees apply for adding money in some ways

We'll always endeavour to make sure you can add money without fees. However, some ways of adding money involve a cost to us. Where they do, we may pass that cost on to you as a fee, in certain circumstances a surcharge may also apply. You will always be told what this fee is in advance. How these fees are calculated is set out on our [Fees Page](#).

## 12. Transferring money between Wallets

### Instant transfers

You can send money to, and receive money from, other Revolut Wallets. We call these sorts of payments Instant Transfers. All Instant Transfers are received immediately. You can make an Instant Transfer to another Revolut user's account by choosing them from the contacts list in the Revolut app, by using their username, or by using any other method we provide to identify them, and following the prompts.

### UPI Payments

You can send money to, and receive money from, other Revolut Wallets using UPI. All valid UPI Payments are received immediately.

You can make a UPI Payment to another Revolut user's account in multiple ways, including by choosing them from the contacts list in the Revolut app, by using their username, phone number, scanning their UPI QR Code, or by using any other method we provide to identify them, and following the prompts.

You can also add money to your Wallet using UPI. When doing so, you must follow the prompts from the app carefully to avoid any delays.

We will notify you in the Revolut app whenever a UPI Payment is made from your Wallet.

### Revolut Messenger

You can also use this thread in the transfer section of the Revolut app to chat with your contacts. We call this function "Revolut Messenger". Revolut Messenger is intended to make your use of Revolut more social by allowing you to communicate with other Revolut users about your activity on the Revolut app.

In order to use Revolut Messenger:

- you and the user you want to chat with must both have been using a version of the Revolut app, and signed up to Revolut in a country that supports, Revolut Messenger; and
- either you must have successfully made a payment to the user in the past; or
- you both must have each other saved in the contacts of your mobile device and have those contacts synced with the Revolut app; or
- you both must have been added to a group feature where Revolut Messenger is supported (such as our split bill feature).

## Customer Initiated Payments

Customer Initiated Payments are for a set amount and are one-off. The business will only ever be paid the amount you confirm and the business cannot collect any other payments without your permission.

## Merchant Initiated Payments

Merchant Initiated Payments are collected by the business based on your previous consent, and so can be for any amount or at any interval. If you want to stop a Merchant Initiated Payment, you should contact the business charging it to cancel the service. You can also contact us to withdraw your consent (via chat or through the Revolut app).

We will notify you in the Revolut app whenever a Customer Initiated Payment or Merchant Initiated Payment is made from your Wallet.

## Refunds for Merchant Initiated Payments

Merchant Initiated Payments are collected from your Wallet based on a consent you have given in the past. We encourage businesses to tell you the amount of any Merchant Initiated Payment before they collect it. However, if you think a Merchant Initiated Payment has been taken from your Wallet in error, you can reach out to us through our in-app customer support.

## **13. Making other types of payments**

It's easy to send money to your or someone else's bank account using UPI. You can make a one-off payment or set up a recurring payments. Just enter the UPI details of the account you're sending money to in the Revolut app and follow the prompts. In certain circumstances, we may need to ask for other information as well.

### Using your Revolut Card

You can also make payments or withdraw cash using your Revolut Card.

When you use your Revolut Card to make a withdrawal from an ATM or make a payment (for example, in a shop or restaurant), we will consider the payment to be authorised by you unless:

- you let us know that the money has been stolen from your Account; or
- you don't think we've carried out your instructions correctly.

Sometimes we might charge you a fee for making withdrawals. You can read about these fees in our Fees Page.

## **14. What happens if a payment was sent to the wrong account, wasn't sent at all or was delayed?**

We'll always try to process your payments correctly and on time, but sometimes things go wrong and a payment might be delayed or not received by the person you wanted to pay.

**What to do if you think someone has made a mistake?**

If something has gone wrong with regard to any payments made by you, or any payments made to your Wallet, you need to let us know as soon as possible, through the Revolut App, and no later than 60 days after payment.

If the money is not received into the account/wallet you sent it to because of an error on our side, we'll refund the payment back into your Wallet. If you've had to pay any charges or interest as a result of our mistake, we'll refund those too.

If we received a payment on your behalf, but the money was not paid into your Wallet on time, we'll immediately credit your Wallet with the amount of the payment.

**What to do if you think you have made a mistake?**

You should always check that you have entered the correct details for the person you want to pay before you make a payment. It's always a good idea to make a test payment of a small amount (say, ₹1) to make sure that you have the account details correct. You should always think about the following:

- Always make sure you know the person you are making a payment to. If someone approaches you and asks you to make a payment to them, but you are not sure who they are or what the payment is for, you may be a victim of a scam and we may not be able to recover the money for you.
- The contacts you see in the Revolut app are taken from the names and phone numbers you have saved to your own phone. These names and numbers are not verified by us or anyone else. This means that if you have saved the wrong number or wrong name to your phone, you will pay the wrong person and may lose your money.
- The usernames you see in the Revolut app can look similar to other usernames and are able to be changed by individual users. We take steps to remove any inappropriate usernames, but these usernames are not verified by us or anyone else. This means that if you are not sure that the person is who they say they are, you may pay the wrong person and may lose your money.

We are not responsible if we make a payment to the person you tell us to, even if you gave us the wrong account number, username or phone number by mistake. However, if you ask us to, we'll try to assist you in getting your money back. We may also try to get you information about the beneficiary so that you can try to get it back yourself (if the law allows us to). While we will try to do these things, we don't guarantee that we will, and in some cases we won't be able to.

Although we may provide you with "confirmation of payee" services for some payments, the ultimate decision on whether to make those payments remains with you. We provide these services to help you make a more informed decision, but the information is provided by the institution holding the payee's account, not by us, so we cannot guarantee its accuracy. This means that we, and any third parties we use to provide these services to you, are still not responsible for any payment you make to a wrong account.

**What we'll do if we, or someone else, has made a mistake?**

On the other hand, if a payment is mistakenly paid into your Wallet, we can reverse the payment or put a hold on it.

We can do this even if you have spent part of the payment. If the person who mistakenly made the payment makes a legal claim to get it back themselves, we may need to share your information with them.

For these reasons, you should always check your Wallet regularly to make sure everything is correct.

## **17. Can I cancel a payment?**

If a payment is scheduled to be paid from your Wallet in the future (like a recurring payment), you can cancel it using the Revolut app at any time before the end of the business day before it is due to be paid. The one exception to this is mandates set using your Revolut Card and/or UPI, which can be cancelled as per timelines defined by RBI and/or the NPCI.

You can't cancel a payment after it is made. This means that you can't cancel any payment which you ask us to make instantly (like a UPI payment).

## **18. How long does it take to make a payment?**

We understand that when you make a payment, one of the most important things is that the person the payment is for receives it on time. This can often depend on multiple factors. However, for most payment methods on our Revolut Wallet, including UPI, the payments are made instantly, in real time. In certain circumstances, some

payments may take longer, in which case we will endeavour to inform you of the same through the Revolut App.

## **19. When we will refuse or delay a payment**

We may refuse to make a payment or delay a payment (including inbound and outbound payments) in the following circumstances:

- if legal or regulatory requirements prevent us from making the payment or mean that we need to carry out further checks;
- we reasonably believe that your instruction is connected to, or is at material risk of being connected to, a scam, fraud or any other criminal activity (including where we reasonably believe you might be the victim of a scam or fraud);
- if you have broken these Terms in a way that we reasonably believe justifies us refusing or delaying your payment;
- if we believe that processing your instruction would break these Terms or that your instruction doesn't contain all the information we need to make the payment properly;
- if the amount is over, or would take you over, any limit that applies to your Wallet. We've set out the limits in our FAQs;
- if there is not enough money available in your Account to make the payment and cover any charge;
- if any insolvency or bankruptcy proceedings or orders are made against you or you've entered into an individual voluntary arrangement with your creditors;
- if, even after doing everything reasonably possible, we won't be able to make the payment on time;
- if a third party prevents us from making the payment (for example, if Mastercard or Visa do not allow a payment or cash withdrawal using your Revolut Card);  
if you owe us money or we intend to exercise our right of set-off (as explained below);
- if we have asked you for important information we reasonably need and you have not given us that information; or
- if we have suspended your Account.

We may also refuse to issue a new Revolut Card if you do not have enough money in your Wallet to pay us to issue or deliver the card.

Sometimes we need to make checks or ask you for further information before we can carry out a payment instruction, which may delay the payment.

We will tell you if we do not make a payment for you unless we cannot for legal, regulatory or security reasons. Where possible, we will tell you why this has happened and how you can resolve the issue.

If we can, we'll use the Revolut app to tell you that we have refused to make a payment. If you'd like to find out why we refused the payment, and what you can do to solve any problem, please contact us through the app, or email us at support-india@revolut.com.

We won't be responsible for any losses you suffer as a result of us refusing or delaying a payment.

## **20. Fees for making or receiving payments**

We try to keep our payments free. However, sometimes we have to charge a fee to be able to provide a service. Where we do, we aim to keep our fees low. We'll always show you any fee that applies to a payment in the app before you make the payment, and you can also see our current fees on our [Fees Page](#).

We may charge you for adding money to your Wallet for certain payment methods. Where we do, we'll always show you any fees in the app in advance, and you can also see our current fees on our [Fees Page](#).

Although unlikely, in certain circumstances, other banks/payment service providers involved, such as the bank of the person you are paying, intermediary banks (meaning banks that help transfer the money between other banks), payment aggregators, etc., might sometimes take their fees from the payment you're sending or receiving. This could mean that you or the person you are paying receives less than expected. For example, you could only receive ₹90 from someone who has sent you ₹100 because the other person's bank has charged a ₹10 fee.

## **21. What happens if someone steals from my Account?**

If you think someone has stolen from your Account, let us know as soon as possible through the Revolut app . We'll pay the money back into your Account if:

- you couldn't have known that your security details or Revolut Card were at risk of being misused;
- the payment happened because someone we're responsible for made a mistake;
- the payment was taken after you told us that someone knew your security details or your Revolut Card was lost or stolen, or we didn't give you a way to tell us about this; or

- the law required us to make you follow certain prompts when you instructed us to make the payment and we didn't do this.

We won't refund any money if you've acted fraudulently, or you intentionally or carelessly failed to keep your security details or Revolut Card safe (unless you told us about this before the payment was taken from your Account). For example, we won't refund you if you gave someone your Revolut Card PIN and they made a payment using your card without you knowing about it.

## APP Scam Reimbursement

An Authorised Push Payment (APP) scam is when a scammer tricks you into sending money to an account/wallet they control. They've either pretended to be someone you intended to pay, or tricked you into making a payment for something you didn't intend. We'll usually assess your claim and process your reimbursement within five working days unless we need more information.

Reimbursement may not be provided if:

- You acted fraudulently or dishonestly.
- You were very careless when making the payment, including being untruthful during our scam warning flows, or failing to complete basic checks requested by us.
- You don't share all relevant information requested by us during the APP scam claim investigation.
- It is a civil dispute between you and the payee, rather than involving criminal fraud or dishonesty.
- The payments were for anything illegal.

If you've been a victim of an APP scam, then you should report it to the police, and other relevant authorities.

The reimbursement may be reversed if it is later discovered that you have acted fraudulently, or if you have already received a refund for the same loss from someone else.

### 22. When we might block your Wallet or Revolut Card

The safety of your money is important to us. We might prevent you from making payments from your Wallet or with your Revolut Card if we're reasonably concerned about its security or that it might be used fraudulently or without your permission. We might also have to block your Wallet or Revolut Card to meet our legal obligations. We'll tell you through the Revolut app before, or as soon as possible after, we block your Revolut app or Card. We'll also let you know why we've done it (unless it would reduce your or our security or it would be unlawful).

## 23. When could you suspend or close my Revolut Account/Wallet?

We may close or suspend your Revolut Account/Wallet immediately (including access to other Revolut services), in exceptional circumstances. Exceptional circumstances include, for example the following:

- if we have reason to suspect that you are behaving fraudulently or otherwise criminally;
- if you haven't given us (or someone acting on our behalf) any information we need, or we have reason to believe that information you have provided is incorrect or not true;
- if you've broken these Terms in a serious or persistent way and you haven't put the matter right within a reasonable time of us asking you to;
- if we have reason to believe that your use of the Revolut app is harmful to us or our software, systems or hardware;
- if we have reason to believe that your continuing to use your Wallet could damage our reputation or goodwill;
- If you behave in a disrespectful or abusive way to our Support or other staff, for example by harassing or insulting staff members or using offensive language while communicating with them;
- if we have asked you to repay money you owe us and you have not done so within a reasonable period of time;
- if you've been declared bankrupt; or
- if we have to do so under any law, regulation, court order or ombudsman's instructions.

If we close your Wallet in exceptional circumstances, you will not be able to credit the Wallet, make any card payments, withdraw money at an ATM, or send money to other PPIs or Revolut Wallets. Inbound payments will be rejected and returned to the sender.

We may also decide to suspend or close your Revolut Account/Wallet for other reasons. We would contact you through the Revolut app.

Closing your Revolut Account/Wallet may also end any other agreements you have with us or through us. You can get more information through the Revolut app or by contacting us.

If we decide to close your Revolut Account/Wallet with notice:

We will endeavour to give you a prior notice to withdraw any remaining Wallet balance unless there are reasons preventing the transfer, or we decide to close your Revolut Account/Wallet immediately.

From when we give you notice, you will have limited access to the app. If you are on a paid plan, we may immediately downgrade you to a Standard plan or we may downgrade you after two months depending on the reasons for closing your Revolut Account/Wallet.

Any ordinary payment limits, and fees for payments and exchange, will still apply before your Wallet is closed. For example, any limits on the minimum value of payments that apply while your Wallet is open will also apply when your Wallet is closed.

## **24. We can change these Terms**

We'll only change these Terms 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; or
- because we are changing or introducing new services or products that affect our existing services or products covered by these Terms.

### **Telling you about changes**

If we add a new product or service that doesn't change the Terms of your Revolut Account, we may add the product or service immediately and let you know before you use it.

Otherwise, we'll give you two months' notice through the Revolut app before we make any change. We'll assume you're happy with the change unless you tell us that you want to close your Revolut Account/Wallet before the change is made.

Please keep your personal contact information up to date, so that you are aware of any changes.

## **25. Your refund rights for Revolut Card payments**

You may be entitled to a refund of a payment taken from your Wallet in the following circumstances:

## Fraudulent Goods/Services or Non-Provision:

- Where the goods or services purchased using your Wallet are determined to be fraudulent.
- Where the goods or services for which you have paid using your Wallet have not been provided by the merchant/service provider.

## Fraudulent or Unauthorised Transactions:

- In the event of transactions that are fraudulent or unauthorised, or mistakenly executed from your Wallet.
- We will investigate any such claims in accordance with our security policies and applicable legal and regulatory requirements.

## Failed Transactions:

In the case of failed transactions, you will be entitled to a refund as per the Reserve Bank of India's (RBI) directions on the Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems. For example, you could get a refund if you gave a hotel permission to charge your Revolut Card for anything you take from the minibar, but the hotel has charged you more money than you could reasonably have expected at the time you gave them permission to do this.

We may ask you for more information to investigate the matter. We'll provide a refund, or tell you why we couldn't provide one, within 10 business days from the date you give us the information we ask for.

## 26. Are you responsible if something goes wrong with my Revolut Account, Revolut Wallet, Revolut Card or the Revolut app?

We'll do as much as reasonably possible to make sure that our services are not interrupted and are accessible at a reasonable speed. However, we can't promise that this will always be the case or that the services will be free from faults. We also rely on some third parties to provide services to you, which can sometimes disrupt our services. We'll always do our best to solve any problems with our services, no matter what the cause.

If you have a Revolut Card, we will let you know about any changes to our system that will affect your ability to use the card.

We will not be responsible for losses resulting from us failing to meet our obligations for payments into and out of your Wallet because:

- you have breached these Terms or have acted unlawfully;
- of a legal or regulatory requirement; or
- unforeseeable events outside our control, which were unavoidable at the time.

If you can't use your Revolut Card for any reason we will only be responsible to you for replacing the card.

We will only be responsible for foreseeable losses. If we break the Agreement, we will only be responsible for any loss that we could have foreseen at the time we entered into the Agreement.

Nothing in these Terms removes or limits our liability for death or personal injury resulting from our negligence or from fraud or fraudulent claims and statements.

## **27. How you might owe us money**

You cannot borrow money on your Wallet (for example, make payments of more than the value of the money in it),. If your balance becomes negative (for example, because you do not have enough PPI to cover fees you owe us), you must top up your Wallet immediately.

If you fail to top up and bring your balance back to zero, or you owe us fees (other than third-party fees for making or receiving a payment) or any other amount, we may, at any time, without notice or demand take the amount you owe us from any amount we are due to pay to you including any other Wallet, or account you hold with us either solely or jointly. We call this our right of set-off.

If you are experiencing financial difficulties please reach out to us via in-app chat for support.

You may be responsible for paying taxes or costs that apply to payments you make or receive through your Wallet and that we are not responsible for collecting from you. In doing so, we may put your balance to negative (if necessary). So please make sure you check for yourself!

## **28. When you might be responsible for our losses**

You may be responsible to us for certain losses.

If you have broken these Terms, and this has caused us to suffer a loss, the following will apply:

you will be responsible for any losses we suffer as a result of your action (we will try to keep the losses to a minimum);

if your actions result in us losing profits, you may also be responsible for those losses. You won't be responsible if this would mean that we are compensated twice for the same loss; and you will also be responsible for any reasonable legal costs that arise as a result of our losses.

## **29. How to make a complaint**

If you're unhappy with our service, we'll try to put things right

We always do our best, but we realise that things sometimes go wrong. If you have a complaint, please contact us through the Revolut app, use our complaints form (accessible here) or email us at [complaints-india@revolut.com](mailto:complaints-india@revolut.com).

You'll need to tell us:

your full name;

the phone number and email address associated with your Revolut Account;

when the problem arose; and

how you'd like us to put the matter right.

We'll look into your complaint and respond to you by email. We will communicate with you in English, unless we tell you otherwise.

### **The RBI's Integrated Ombudsman Scheme**

If you are unhappy with how we have handled your complaint, you can refer it to the Reserve Bank of India's - Integrated Ombudsman Scheme, 2021. This scheme provides a cost-free redressal for customer complaints involving deficiencies in services rendered by entities regulated by the RBI, if the complaint is not resolved to your satisfaction or not replied to within a period of 30 days by Revolut.

You can lodge a complaint on the Complaint Management System (CMS) portal on the RBI website or through the link on the RBI App. The CMS provides a single window platform for fast and easy online filing, tracking of complaints, and also for filing of appeals. All complaints lodged on CMS will be directed to the appropriate office of the RBI Ombudsman/Regional offices of RBI.

To file an online complaint, you can visit the RBI Sanchet Portal or the Complaint Management System portal. You will need to provide details such as your name, email ID, mobile number, address, and a description of your complaint.

### **More information**

Our [complaints policy](#) has more information about our complaints handling procedure.

## **30. Data protection and confidentiality**

We need to collect information about you to provide you with the services under the Agreement. For more information about how we use your personal information, see our Customer Privacy Notice (accessible [here](#)).

By entering into the Agreement, you acknowledge that we will gather, process and store your personal information for the purpose of providing our services to you. This doesn't affect any rights and obligations you or we have under data protection law.

## Confidentiality

Some of the features we make available in the Revolut app are social in nature. This means that other Revolut customers may be able to see limited information about you (such as your name, profile picture and the Revolut plan you are on). For example, if a customer searches for your username in the app, they will see your full name and profile picture.

By entering into this Agreement, you acknowledge that limited information about you may be accessible to other Revolut customers depending on your privacy settings. You can change your privacy settings in the Revolut app at any time.

## **31. Our intellectual property**

Except as we've set out in the "Some legal bits and pieces" section below, we own all the intellectual property in our products (for example, the content in our app and on our website, our logo and card designs). You must not use our intellectual property as your own, except to enjoy our products. You also must not reverse-engineer any of our products (that is, reproduce them after a detailed examination of their construction or composition).

## **32. Some legal bits and pieces**

### Our contract with you

Only you and we 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. This Agreement ends when your Revolut Account is closed.

### 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".

## Indian law applies

The laws of India apply to these Terms.

The English version of the Agreement applies

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

## Third-party intellectual property

The Revolut app displays Google Maps features and content, which includes intellectual property that doesn't belong to us. For this reason, the Google Maps/Google Earth Additional Terms of Service ([maps.google.com/help/terms\\_maps.html](https://maps.google.com/help/terms_maps.html)) and Google Privacy Policy ([www.google.com/policies/privacy/](https://www.google.com/policies/privacy/)) apply to your use of the Google Maps features and content.

## 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 those or any other rights at a later date including even after your Account has been closed.

## Taking legal action against us

If you want to take legal action against us in the courts, only the courts of Mumbai can deal with any matter relating to these Terms.