

Partnerships T&Cs

1. Why this information is important

These terms and conditions (the “Terms”) govern the relationship between:

- you; and
- us, Revolut Sociedade de Crédito Direto S.A. and other Revolut group entities, as applicable.

They apply whenever you use the Revolut app (the “App”) to access our Plan Partnerships services (“Plan Partnerships”).

To access Plan Partnerships, you must be over 18 years old and hold an active, unrestricted Personal account on a Premium, Metal or Ultra plan (each a “Paid Plan”) with one of the Revolut group companies. However, Plan Partnerships are available only to certain Paid Plan users in specific markets. If they are not displayed to you in the App, this means they are not available for your account.

Any payment you make or receive in your Personal account when using Plan Partnerships will be governed by the terms and conditions you accepted for that account with the relevant Revolut group company. Please refer to the [Personal Terms](#) applicable to your Revolut account for more information about payment services. However, for your information only, Plan Partnerships are an unregulated service.

2. What are Plan Partnerships?

Plan Partnerships provide in-app access to free subscriptions, credits or passes (“Subscriptions”) from selected partners (“Partners”), which may be redeemed as part of your Paid Plan.

The available Plan Partnerships are displayed in the App. Each Plan Partnership has its own terms and conditions, which set out the details of the Subscription and what you need to do to redeem it (the “Offer Terms”). We may change the available Plan Partnerships, as well as the Offer Terms (including the type or duration of Subscriptions), at any time, at our sole discretion.

To redeem your Plan Partnerships, you may be required to create an account with the Partner and accept its own terms and conditions, meaning that you may also become a customer of the Partner. Revolut has no control over this relationship and will not be responsible for any issues arising from or related to the service provided to you by the Partner.

3. How can you redeem a Partner Offer?

To redeem a Partner Offer, all you need to do is:

- access the Plan Partnerships dashboard in the Revolut App to see which Subscriptions are available to you;
- select a Partner Offer in the App and choose to redeem it, which will redirect you to a unique Partner URL or to our dedicated Partner page;
- follow any steps set out in the Offer Terms; and
- where required, accept the Partner’s terms and conditions when redeeming the Offer (for example, if you need to create an account with the Partner).

You may redeem as many Plan Partnerships as you wish via the Plan Partnerships dashboard. Subscriptions may only be redeemed by you, as the account holder, and may not be shared, in any

form, with another person.

The place and time at which your Subscription (i.e. your subscription, credit or pass) may be used are determined by the Partner, not by us. For example, a particular Subscription may only be available at specific times or locations. Please ensure you check any restrictions imposed by the Partner before redeeming a Subscription.

4. When will your Subscription start?

Most subscriptions will start as soon as you redeem them. If the start date is different, this will be stated in the Offer Terms.

5. In which situations might you not receive a Subscription or have one cancelled?

Your Subscription may be reversed if we believe that you have:

- breached these Terms, the Offer Terms, or any other terms and conditions agreed with us or with another Revolut group company;
- abused our Partner Offer services (for example, by redeeming another person's Subscription or sharing your Subscription with another user); or
- caused Revolut or another Revolut group company legal, regulatory, relationship or reputational issues by receiving Plan Partnerships.

If your Revolut account is closed or if we apply any restrictions, your Subscriptions will be terminated within 30 days of the account closure or restriction.

Partners may, at their discretion, amend or cancel Subscriptions, and Revolut is not responsible for any changes or cancellations made by Partners to your Subscriptions. If this happens, you may choose to renew the Subscription directly with the Partner at the full price.

We may also terminate any Plan Partnership at our sole discretion and, in such cases, we will try to notify you before your Subscription with the Partner is terminated, where possible.

6. What happens if you downgrade?

Our Plan Partnerships vary depending on your Paid Plan subscription. If you redeem any Subscription as part of Plan Partnerships and then downgrade to another Revolut plan, your Subscriptions will be terminated within 30 days of the downgrade.

If the same Subscription is available on the Revolut plan to which you downgrade, you may redeem it again via the Plan Partnerships dashboard after the change. You may also be required to downgrade directly through the Partner's app, as described in the Offer Terms.

7. Termination of Plan Partnerships

The duration of your Partner Offer will be set out in the Offer Terms. Once the Partner Offer ends, any Subscription you have redeemed will usually be terminated (unless the Partner decides otherwise), and you may choose to renew it directly with the Partner at the full price (if available), or redeem the Partner Offer again if we decide to renew it.

You may also choose to cancel your subscription with a Partner in accordance with its terms and conditions, by following the steps indicated in the Partner's app.

8. Who are the Partners?

The Partners with whom we offer Plan Partnerships are all third-party partners. We maintain commercial relationships with all Partners.

For the avoidance of doubt, Revolut is not a “merchant” and is not, in any way, responsible or legally liable for the products or services you choose to purchase as a result of a Partner Offer. If you have any issues with the products or services purchased, please contact the Partner directly.

We also have no control over, and accept no responsibility for, the content available on Partners’ websites or for any services they provide to you through Plan Partnerships.

9. Not satisfied with the Plan Partnerships product?

If you are not satisfied with the service provided in relation to Plan Partnerships, we will do our best to resolve the issue within our capabilities.

If you wish to make a complaint about Plan Partnerships, please contact Support and state that you would like to make a complaint. We will review it and try to resolve it by email as quickly as possible.

If the complaint relates to an issue outside our control, we may need to refer you directly to the Partner.

10. Some legal bits and pieces

- We may amend these Terms without prior notice, but we will try to inform you in advance whenever possible.
- Only you and we have rights under these Terms. You may not transfer any rights or obligations under these Terms to another person.
- We may transfer any of your or our rights or obligations under these Terms to third parties, but only if we reasonably consider that this will not have a significant adverse effect on your rights, or if it is necessary to comply with applicable legal or regulatory requirements.
- We may suspend the use of Plan Partnerships products if, in our reasonable discretion, they are being used abusively or may negatively affect Revolut’s reputation or image. This suspension may be applied on an individual basis or at product level, either to individual users or to all users of the product.
- We may provide a translation of these Terms. If we do so, the translation is for reference only, and the Portuguese version shall prevail.
- Brazilian law applies to these Terms. If you wish to take legal action against us, only the Brazilian courts shall have jurisdiction over any matter relating to these Terms. If you reside in a country outside Brazil, you may have the right to bring legal proceedings in the courts of your country of residence.
- If you breach these Terms and we do not exercise our rights, or delay in doing so, this will not prevent us from exercising those or any other rights later. This also applies to legal rights that are not exercised immediately.
- In relation to Plan Partnerships, we may share de-identified and pseudonymised transaction data related to the use of the Partner link or dedicated Partner page to redeem Subscriptions, so that the Partner can verify that you have redeemed a Subscription with them. We need to do this in order to provide you with Plan Partnerships in accordance with these Terms. For more information on how we process your personal data, please refer to the Customer Privacy Notice applicable to your account, available [here](#).

11. Contact Information

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

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

Emails:

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