

# Pre-contractual information on contracts and services offered at a distance

(Information pursuant to Italian Legislative Decree 6 September 2005, n. 206)

(Version n. 01 dated 01-07-2022)

## Preliminary Warning

This document has the value of pre-contractual information and contains some important information on the services available at a distance and on the ways in which they are provided by Revolut. Further information in relation to remote services is available to the Customer in the contractual forms and in the transparency documentation which is always available to the public through access via the Website and on a durable medium, which allows you to retrieve a copy for the duration of the relationships that the Customer is interested in concluding. The Customer is therefore invited to read this information together with all further pre-contractual and contractual documentation before concluding a contract with Revolut that involves the use of remote communication techniques.

## Definitions

**App:** Revolut application.

**Customer:** a natural person interested in using the Services for purposes unrelated to any professional or entrepreneurial activity carried out.

**Contract:** each of the contracts concerning the Services and which is concluded through one or more Remote Communication Techniques up to the conclusion of the contract, including the conclusion of the contract itself.

**Decree:** the Italian Legislative Decree 6 September 2005, n.206, (Consumer Code) as subsequently amended and supplemented.

**Legal Documentation:** all pre-contractual and contractual documentation relating to the Services, prepared by Revolut (e.g. Information sheets, Fee Information Documents, General Terms and Conditions, etc.), by the Bank of Italy (e.g. Guides, Practical Guide on ABF, etc.) or from other third parties.

**Revolut:** Revolut Bank UAB.

**Services:** are the services and activities of a banking, financial and payment nature provided by Revolut to its Customers.

**Authentication System:** the unique combination of e-mail address and password and other codes that allow Revolut to identify the Customer and allows the latter to access and use the Services. Website: the website accessible at [www.revolut.com](http://www.revolut.com).

**Durable Support:** paper or other durable support (for example electronic documents in "PDF", e-mail, etc.) which allows the Customer to store information personally addressed to him so that it can be easily recovered over time and which allows unchanged reproduction of the stored information. Remote Communication Techniques: any means that, without the physical and simultaneous presence of the Customer and Revolut or its representatives, can be used to

conclude and dispose of the Contracts (for example the Internet network, the telephone network, etc.)

## Information

In the case of Services marketed through Remote Communication Techniques, the Decree gives the Customer the right to receive the information indicated below and to withdraw from the relevant Contract in the cases and in the manner indicated below.

For the information provided for by the Decree that is not contained in this document, please refer to the Legal Documentation, as better specified in the definition above.

The Bank uses the Website to make it possible to access the Services, but also as a place for constant publication and availability of all Legal Documentation, including the general conditions of the Contracts in the version in force from time to time.

The Customer is required to assess the adequacy of the IT tools at their disposal (e.g. smartphones, personal computers, durable media, printers, etc.), as all the Legal Documentation may be acquired by the Customer through them on Durable Media during the entire duration of the relationships that the Customer is interested in concluding. Furthermore, the Legal Documentation may refer to general rules and contractual and economic conditions for specific reference to the Website, with consequent opposability of the same to the Customers, due to the aforementioned characteristics of constant publication and awareness. Moreover, as a constant practice in the sector in the field of remote relationships through the Internet, some choices (options), including contractual ones, may be submitted to customers and acquired by the Bank through electronic registration (so-called "point and click").

## Information relating to Revolut and the Services

Revolut Bank UAB

Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania

Phone No. +370 5 214 3608 (your telecommunication service provider's standard rates apply)

Email: [feedback@revolut.com](mailto:feedback@revolut.com)

Website: [www.revolut.com](http://www.revolut.com)

Reg. No. State Enterprise Centre of Registers of the Republic of Lithuania: 304580906.

Revolut Bank UAB is a bank incorporated and licensed in the Republic of Lithuania with company number 304580906 and authorisation code LB002119 and whose registered office is at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania. We are licensed and regulated by the Bank of Lithuania and the European Central Bank as a bank. You can see our license on the Bank of Lithuania website [here](#) and our incorporation and company documents on the Lithuanian Register of Legal Entities website [here](#).

The Bank of Lithuania is the central bank and the financial supervisory authority of the Republic of Lithuania whose address is Gedimino ave. 6, 01103 Vilnius, the Republic of Lithuania, registry number 188607684 (further information on the Bank of Lithuania can be obtained on its website at [www.lb.lt](http://www.lb.lt), the Bank of Lithuania can be contacted at on telephone number +370 800 50 500).

Revolut is an entirely online bank that offers its Services through Remote Communication Techniques and, in particular, through the Website and the App. For some specific types of Services, Customers may also be expected to make use of third-parties with whom the Bank

has entered into specific agreements or if the Customer accepts the specific terms and conditions.

The entire relationship between the customer and the bank is therefore characterized by the use of Remote Communication Techniques. In particular, in relation to the Contracts and Services referred to in this information, the Bank uses Remote Communication Techniques to communicate with its Customers, receive the operational instructions given by them and confirm their execution, for example the Website, the App, ordinary mail and e-mail.

The pre-contractual and contractual information documentation of Revolut provides an exhaustive representation of the specific characteristics of each of the Services, of any costs to be borne by the Customer and of the methods of payment and execution.

### **ECONOMIC CONDITIONS**

The following economic conditions are expressed in Euros. This document informs you about the fees for using the main services linked to the payment account. It will help you compare these fees with those of other accounts. Fees may also apply for using services linked to the account that are not listed here. Full information is available in the [Fees section](#) of the Personal Terms. Fees amounts reported are valid until further notice and according to the terms of the law. Expenses and taxes required by law are not reported.

Please refer [here](#) for more information about applicable fees.

### **ACCOUNT CLOSURE AND SUSPENSION**

If you want to know more information about when we can suspend or close your Current Account please refer to Section 24 of the Personal Terms.

### **CLIENT WITHDRAWAL FROM THE AGREEMENT**

If you want to know more information about how to withdraw from the payment account agreement please refer to Section 6 of the Personal Terms.

### **CLOSING OF ACCOUNT**

You can close your Current Account, and so end the agreement, at any time by letting us know. You can do this through the Revolut app or by emailing us at [feedback@revolut.com](mailto:feedback@revolut.com).

If you want to know more information about how to close the Current Account please refer to Section 6 of Revolut Personal Terms.

### **Cancelling your Revolut Card**

If you change your mind and don't want a Revolut Card any more, that's not a problem. Just let us know and we'll cancel it.

## Information on risks

The provision of any service at a distance in the banking and financial sector results in an increase in the level of operational risk.

It should also be noted that all remote services present a higher risk of security of operations (e.g. due to hackers, illicit appropriation of security keys and / or data, etc.). Since the Customer will be identified by the Bank exclusively through the verification of the Authentication System adopted as part of the Remote Communication Techniques, the same is required to keep secret all codes, devices and procedures used to access and use the Services.

The use of Remote Communication Techniques involves the Customer's responsibility for the use, in any case and by anyone, of the Services for all operations performed through its Authentication System. Without prejudice to the Bank's commitment to adopt all measures aimed at limiting the risks of improper use of the Services, the Customer is responsible for the

safekeeping and correct use of the Authentication System as well as for any harmful consequences that may arise from improper use, caused by any third party, even if as a result of loss or theft of the Authentication System itself.

In the event of theft, loss, theft or loss of confidentiality of the Authentication System or of the devices used to receive passwords by the Bank, the Customer must immediately notify the Bank and change the codes and passwords used to use the Services. In any case, the Customer is required to report what happened to the competent Authorities.

For more information on security, the Customer is invited to consult the appropriate section dedicated to security on the Website.

The Customer is informed that it is his responsibility to use the technological devices made available by the Bank in order to limit the risk of computer fraud.

The Bank will always be able to produce, as proof of the concluded Contracts, of the operations carried out, as well as of any communication made through the remote communication techniques, the records in its books and the related balance documents addressed to the Customer, as well as any additional means of proof that can be obtained from the systems and procedures (computer, telephone, etc.) used for the operation of the Remote Communication Techniques (including communications transmitted by ordinary e-mail).

Considering the complexity and continuous evolution of the security systems and technologies used in Remote Communication Techniques, there is a high probability that the Services provided through them may be interrupted or suspended, and this even without the Customer's notice. For example, in order to allow the verification of security, as well as any other aspect connected with the efficiency and regularity of the Remote Communication Techniques and the Authentication System used, the Customer accepts that the Bank may, at any time, suspend the use of one or more Remote Communication Techniques, even during the operation, and make the reactivation of the same subject to receipt of the relevant confirmations.

The use of the Services through Remote Communication Techniques takes place at the free and conscious choice of the Customer, with acceptance of the greater degree of risk that these techniques involve.

## Deposit Guarantee Scheme information

The money in your Current Account is protected by Lithuanian deposit insurance administered by the State Company Deposit and Investment Insurance (VĮ "Indėlių ir investicijų draudimas") in accordance with the conditions established by the Law on Insurance of Deposits and Liabilities to Investors of the Republic of Lithuania which are available here. There are no additional mechanisms (we call them "guarantee funds") that protect your money in your Current Account.

## Applicable law and language of communications

The relationship between the Bank and the Customer deriving from the Contracts is governed by Lithuanian law. In the Legal Documentation, in the use of the Services and in related communications, the Bank uses the English or Italian language.

## Information relating to complaint/appeal procedures

We always do our best, but we realise that things sometimes go wrong. If you have a complaint, please contact us. 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 15 business days after your complaint has been made, and in exceptional circumstances, within 35 business days (and we will let you know if this is the case).

### **How to make a complaint**

If you'd just like to speak to someone about an issue that's concerning you, please contact us through the chat available on the Revolut app. The in-app chat is our customer support tool, and our answers to the queries made by you through the in-app chat are not subject to the complaint handling time frames indicated above. We can usually settle matters quickly through the app. You'll probably need to give us the information below.

If you prefer you can make your complaint, you can do that using this [form](#). Or you can email us at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com). If you express your wish to complain when communicating with us, we will provide you with a complaint [form](#), or may submit the formal complaint [form](#) for you and have our agents analyse your case as a formal complaint.

You'll need to tell us:

- your name and surname;
- the phone number and email address associated with your account;
- what the issue is;
- 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.

Irrespective of the above, you always have the right to approach the out of court dispute resolution authorities mentioned above in relation to any complaint about our service. You also have the right to apply to any competent court if you think we have breached the law.

### **Out of court dispute resolution authority for complaints related to financial services**

If you are unhappy with how we have dealt with your complaint, you can refer it to the Bank of Lithuania within 1 (one) year of the date you sent us your complaint. In this case the Bank of Lithuania would act as an out of court dispute resolution authority dealing with disputes between consumers and financial service providers.

Their address is: Žalgirio g. 90, 09303 Vilnius, the Republic of Lithuania.

You can find more information on their [website](#).

Please note that should you wish to have a possibility to apply to the Bank of Lithuania as to the out of court dispute resolution authority, then you shall make your complaint to us within 3 (three) months from the day that you found out or should have found out about the alleged violation of your rights or legitimate interests arising from the agreement with us.

Examination of the complaint at the Bank of Lithuania is free of charge.

The out of court dispute resolution authority for consumer disputes not related to Bank of Lithuania competences is the State Consumer Rights Protection Authority.

Their address is: Vilniaus str. 25, 01402, Vilnius, the Republic of Lithuania.

You can find more information on their [website](#).

You can also rely on the mandatory consumer protection rules of the EEA country where you live. You can file a complaint to the respective out-of-court dispute resolution authorities that handle consumers' complaints in your country in relation to the financial services provided by us. The list of such authorities can be found [here](#).

### **Out of court dispute resolution authority for complaints related to the processing of personal data**

You have the right to make a complaint to the State Data Protection Inspectorate (SDPI), the Lithuanian supervisory authority for data protection issues.

Their address is: L. Sapiegos str. 17, 10312, Vilnius, the Republic of Lithuania; e-mail: [ada@ada.lt](mailto:ada@ada.lt).

You can find more information on their [website](#).

### **More information**

Click [here](#) for more information about our complaints handling procedure.

## Other Customer Rights

The Customer may object at any time during the period of execution of the Contract to the use of electronic means of communication and use a means of communication other than that used by the Bank as long as it is compatible with the nature of the Services offered by the Bank and by sending a request for registered with the Bank.

The Customer takes into consideration that the Bank may apply commissions in relation to the sending of communications to the Customer by post in cases where this is permitted by law and by the applicable regulatory provisions, where specified in the Bank's transparency documentation.

The Customer also has the right to withdraw from the products and Services used in the manner provided for in the relevant Contracts.