

# Special terms and conditions for Metal and Premium users

Last updated: September 3, 2024

## 1. Important info

### Why this information is important

This information sets out the extra services we provide to our Premium and Metal users. It also sets out other important things that you need to know.

These terms and conditions are part of the legal agreement (the Agreement) between you and us referred to in the, Personal account terms and conditions, (the Personal Terms) and the Revolut Prepaid Visa and Prepaid Mastercard [Cardholder Agreement](#).

If there is any inconsistency between the Personal Terms and these terms and conditions, these terms and conditions will apply. We are Revolut Technologies Inc., a US-based technology company organized as a Delaware corporation, and we provide you with the Revolut mobile app and features.

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

### **\*\*Please read these terms and conditions carefully\*\***

Your subscription for the Premium or Metal service will automatically renew every year unless you give us notice to end it before the automatic renewal. Regardless of how you pay your subscription, we may charge a fee if you end the subscription within 10 months of it starting. Our fees are set out in Schedule A of the Cardholder Agreement.

We may restrict your right to upgrade or downgrade your subscription more than once in a 12-month period.

## 2. The Metal/Premium Services

Premium and Metal customers have access to all the services available to Standard plan account holders, as well as the following benefits which are summarized in the table below and fully described in these terms.

Plan Benefit	Premium Plan Customers	Metal Plan Customers
Specialty Cards	✓	✓

Plan Benefit	Premium Plan Customers	Metal Plan Customers
Access to disposable (virtual) cards	✓	✓
Currency exchange benefits*	✓	✓
The opportunity to buy airport lounge passes	✓	✓
Priority customer support through the Revolut app	✓	✓
<a href="#">Third Party Partnership Perks</a>	Not available	✓
Travel Insurance Benefits	Not available	✓
<a href="#">Purchase Security</a>	Not available	✓
<a href="#">Event Ticket Protection</a>	Not available	✓
<a href="#">Return Protection</a>	Not available	✓

### What are the Premium services?

Premium users have access to all the services available to personal account holders, as well as the following benefits.

- Up to three Premium Cards
- Access to disposable (virtual) Revolut cards
- \*No fair usage fees on currency exchange on amounts up to \$10,000 USD in a given 30-day period
- The opportunity to buy airport lounge passes
- Priority customer support through the Revolut app

### What are the Metal services?

Metal users have access to all the services available to Premium users, as well as the following benefits.

- Contactless stainless steel Revolut card
- \*No currency exchange fair usage fees
- Exclusive [Plan Partnership benefits](#) for Metal customers only

- Travel Medical Insurance (outlined below)
- [Purchase Security](#)
- [Event Ticket Protection](#)
- [Return Protection](#)

### **Premium Revolut Card**

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

We may charge fees for any Premium Cards that we issue.

### **Metal Revolut Card**

If you upgrade to Metal, we'll issue to you a Metal Revolut Card (a Metal Card) that is only available to Metal users. You can only hold one Metal Card at any time. You can still use other Revolut cards you have.

If you lose your Metal Card or it is stolen, we will provide one replacement a year. We will charge a replacement fee, as set forth in Schedule A of the Cardholder Agreement for any further replacements.

## **3. Insurance (for Metal Plan customers only)**

### **Travel insurance as part of your Metal Plan subscription**

The rights and obligations set out in this section apply to you and Chubb. We have partnered with Chubb, which is in the business of arranging insurance and is the largest commercial insurer in the United States. Except where these terms and conditions say otherwise, the rights and obligations described in this section apply to you and Chubb.

We know that when you're looking forward to traveling the last thing you want to do is arrange insurance. This is why Chubb will arrange travel insurance for you.

We are not an insurer, but have worked with Chubb to provide travel insurance for Metal users. The cost of this insurance is covered by your Metal subscription fee.

We only arrange travel insurance from Chubb, and we don't encourage our staff to sell you insurance. We don't control Chubb in any way, and Chubb does not control Revolut Technologies Inc.

We pay Chubb for your travel insurance using part of your Metal subscription fee.

When your subscription fee has been taken from your Revolut Account, we hold part of the fee as Chubb's agent until it is actually passed on to Chubb. This arrangement means that your insurance is effectively paid for without delay when we take your subscription fee from your Revolut Account.

If you are owed any claim under your insurance, Chubb will make this payment directly to you.

Chubb's address is Chubb Underwriting Office: Federal Insurance Company, 202 Hall Mills Road, Whitehouse Station, NJ 08889

You cannot cancel your insurance contract without also cancelling your subscription to the Metal service.

**\*\*Please read the travel insurance policy carefully. There is a copy of it in the Revolut app.\*\***

To be eligible for insurance you must have a valid Revolut USA Prepaid Card Account. The insurance covers accidental injury or death, medical evacuation and repatriation, medical treatment, and related losses connected with travel on a common carrier or at any time during your trip.

We cannot guarantee that the insurance is suitable for you. We arrange the insurance and give you information on the insurance contract. We can't advise you on the suitability of the policy or recommend it to you.

Please make sure the insurance is suitable for you by reading the product information document, statement of insurance and insurance policy, paying attention to what is and isn't covered.

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

### **Complaints and insurance claims**

The rights and obligations set out in this section apply to you and Chubb.

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

If you want to make a complaint in connection with the travel policy, please contact Chubb directly. You can find out how to do this in the insurance section of the Revolut app. If you send any complaint or claim to us, we will pass it on to Chubb without dealing with it.

#### **\*\*How to make a claim under the travel insurance\*\***

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

## **4. Fees and cancelling**

### **Paying your Premium or Metal subscription**

You can pay your subscription fee in monthly installments or pay the full subscription once a year. Please refer to the [Cardholder Agreement](#) for plan details.

When you become a Premium or Metal user we will ask you to pay the subscription from a debit card or credit card you've registered with us (your stored card). We will take the subscription from that stored card while you remain a Premium or Metal user.

If we can't take payment from your stored card for any reason (for example, because it has expired), we will ask you to register another card which will become your new stored card. If you don't do this within seven business days, we'll take the subscription from your account. We may also take legal steps to collect the payment. If we do, you may have to pay our reasonable costs of doing so.

You may be responsible for paying any taxes or costs that we are not responsible for collecting from you.

Unfortunately, if you do not pay the subscription within 30 days of it becoming due, we'll have to cancel your subscription.

### **Fees for downgrading your Premium or Metal subscription**

You can end your Premium or Metal subscription at any time (we call this a downgrade). However, you may have to pay a fee. You'll still be able to benefit from the services you get for your subscription until the end of the month you have paid a subscription for. After then, you'll become a standard user again (a personal account holder who does not pay a subscription for the Premium or Metal service).

The fees for ending or downgrading your subscription are set forth in Schedule A of the Cardholder Agreement.

### **End or downgrade your subscription**

If you'd like to cancel your subscription, you can let us know through the Revolut app. Please note that downgrade fees may apply, as set forth in Schedule A of the Cardholder Agreement.

### **When can you end my Premium or Metal subscription?**

We can end your Premium or Metal subscription immediately if:

- we suspect, at our sole discretion, that you are behaving fraudulently;
- you haven't given us the information we need, or we have reason to believe that the information you have given us is false;
- you have broken these terms and conditions in a serious or persistent way;
- you owe us money and, despite us asking you to pay us, you have not done so within a reasonable period of time;
- you've been declared bankrupt
- we must do so under any law, regulation, or court order; or
- We may also end your subscription for other reasons.

## **5. Legal bits and pieces**

### **We can change these terms**

We can change these terms and conditions for the following (but not limited to) 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.
- Because we are changing our products or services or introducing new ones.

### **Telling you about changes**

If we add a new product or service, we will provide you with notice of the change as required under applicable law.

If we give you notice of a change, we'll assume you're happy with the change unless you tell us that you want to close your account before the change comes into effect.

### **Our contract with you**

Only you, we (Revolut Technologies Inc), and Chubb have rights under the Agreement. The Agreement is personal to you and you cannot transfer any rights or obligations under it to anyone else.

### **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\*\***.

### **New York law applies**

The laws of the State of New York apply to these terms and conditions.

### **The English version of the Agreement applies**

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

### **Our right to enforce the Agreement**

If you have broken the Agreement between you and us and we don't enforce our rights, or we delay in enforcing them, this will not prevent us from enforcing them at a later date.

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

If you want to take legal action against us in the courts, only the state and federal courts located in New York County, New York, can deal with any matter relating to these terms and conditions.