

RevPoints

1. Why this information is important

These terms and conditions (the “**Terms**”) govern the relationship between you and Revolut Payments Australia Pty Ltd (ABN 21 634 823 180) (“**Revolut**”, “**we**”, “**our**” or “**us**”) in respect of the RevPoints loyalty program (“**RevPoints Program**”). These Terms apply whenever you participate in the RevPoints Program (whether by earning, using, redeeming or otherwise dealing with points).

These Terms apply in addition to any other terms and conditions that might apply to you as a customer of Revolut, including the [Personal Terms](#), [Paid Plan Terms](#) (if you have subscribed to a Paid Plan), the [PDS](#), and the [Fees and Charges](#) section. It is important, and it is your responsibility to read and understand these Terms and the other terms that may apply to you.

2. What is the RevPoints Program?

The RevPoints Program is a loyalty program operated by Revolut where you can receive, hold and redeem points (**Points**). You can earn points through completing various activities (see section 3 (*Earning RevPoints*)) and redeem them for various rewards and benefits (see section 4 (*Redeeming RevPoints*)).

The Points that you earn are loyalty points. Any Points earned:

- are not a form of property, money or currency and cannot be exchanged for any money or currency;
- do not have a monetary value except to the extent specifically provided by a reward;
- may only be used by redeeming them according to these Terms; and
- are not redeemable with or accepted by any third party – you can only redeem or otherwise use Points in a manner offered by Revolut.

The RevPoints Program and the Points issued under it are not a payment service or a means of making payment. It is not a financial product or financial service, even though connected Revolut services such as our [Personal Terms](#) may be.

Activating RevPoints

You may participate in the RevPoints Program only if you hold a Revolut account. You may activate access through the Revolut app (the “**App**”). Participation is voluntary and you may continue to use our other services without participating in the RevPoints Program.

Revolut – Kids & Teens users may not participate in the RevPoints Program.

3. Earning Points

Points are a benefit that you may earn under the RevPoints Program when you buy certain products and services, complete certain activities or participate in any other way that we may allow you to earn Points (“**Points Earning Activities**”).

Typical Points Earning Activities include:

- (**Everyday Purchases**) completing an eligible purchase that earns Points (for example, completing a purchase with a card attached to your Revolut account). You may also earn additional Points for making purchases within the Revolut app (for example, via Shops, or making a booking via Stays).
- (**Challenges**) we may advertise certain “challenges” in the app which allow you to earn Points (and sometimes other rewards) by completing certain activities (for example, completing a certain number of eligible transactions). Each Challenge will have its own terms and conditions relating to eligibility, exclusions and required actions, which will be communicated to you separately (typically in the app); or
- (**Exchanging or Purchasing Points**) exchanging something else for Points or purchasing RevPoints directly where we allow it (for example, through SpareChange or other means).

In addition to typical Points Earning Activities such as the above, we may from time to time offer to RevPoints Program users, additional ways to earn Points or other special offers. These offers may be targeted at a specific group of users (for example, those with Premium, Metal or Ultra subscriptions) and not all users may receive those offers. These offers may be time-limited and also have specific or additional eligibility criteria which must be met by users in order to qualify.

Eligibility on everyday purchases

Certain Points Earning Activities may reward you with Points for completing purchases from your Revolut account. If this is the case, your purchase must be a genuine purchase of goods or services in order to be eligible to earn RevPoints. For example:

- cash or cash-like transactions (for example, financial services such as cryptocurrency or trading top-ups or purchases, foreign exchange purchases, cash advances or payment transfers and quasi-cash transactions) are not eligible as genuine purchases of goods or services; and
- purchases of goods or services which are returned, refunded or cancelled (whether in whole or in part) are not eligible;
- fraudulent or not genuine transactions are not eligible; and
- unauthorised purchases for which you are ultimately found not liable.

We may also exclude certain specific purchases or transactions from eligibility.

Excluded transaction types include the following:

- payments of rent, real estate management fees, utilities (including electricity and water) and in relation to insurance;
- donations and payments to charitable, religious, political and governmental organisations;
- purchases of cigars, cigarettes and similar products;
- payments for parking and logistics;
- school or educational fees;
- postal and procurement service payments;
- cleaning and maintenance services;
- lottery or gambling purchases;
- bank charges, tax payments or payments in relation to legal proceedings or fines; and
- payments relating to other financial services and investments.

We determine whether a transaction falls into a certain transaction type using information provided by the relevant merchant or financial institution. This means that if information is provided to us that a merchant belongs to a particular category (e.g a charity), the transaction may ultimately be excluded from eligibility to earn points,

even if the merchant is not in fact a charity. We have no control over the information provided to us and are not responsible for the accuracy of the information.

Everyday Purchase Earn Rates

Subject to your purchase being eligible (see above) you will earn Points based on the value of the purchase. If you have a paid plan (for example, Revolut Metal), you may have a higher earn rate. The currently applicable Points earn rates are published [here](#). These rates may change (see section 11 (*Changes to RevPoints*) regarding how we may make changes).

Where you earn Points through an international transaction or a transaction which requires a currency exchange, we will use an exchange rate to determine the AUD equivalent amount eligible for points earn. This may differ from the variable currency exchange rate used for the transaction or currency exchange.

SpareChange and Purchasing Points

SpareChange is an optional Points Earning Activity which allows you to round-up any transaction you make on a Revolut card to the nearest whole dollar (when transacting in Australian dollars) and exchange that monetary difference for Points. SpareChange may be activated or deactivated in the Revolut app at any time.

As an example, you may complete a transaction for \$5.60. With SpareChange activated, this will be rounded-up to \$6.00, with the \$0.40 difference being exchanged for Points.

If you transact in a foreign currency, SpareChange will round up based on the currency of the account you are paying from. For example, spending in USD using your AUD account will round up based on the AUD amount spent.

Different rounding rules depend on the currency of the account, as follows:

- PLN and RON: rounded to the nearest multiple of 5.
- CZK, DKK, NOK, SEK, ZAR and MXN: rounded to the nearest multiple of 10.
- HUF, JPY and INR: rounded to the nearest multiple of 100.
- COP: rounded to the nearest multiple of 1,000.
- All other supported currencies: transactions are rounded to the nearest whole number.

We may also allow you to purchase Points from us, separately from the SpareChange feature. Once Points are purchased through any method, they cannot be refunded.

The base rate cost of Points purchased through SpareChange or through other purchase options is A\$0.05 per Point. However, we may from time-to-time offer you the chance to purchase Points at a discount to that rate. The prices for Points purchased are not representative of a monetary value for those Points and the purchase of Points does not guarantee the availability of any Points Redeeming Activities.

The amounts paid for purchases of Points (whether through SpareChange or otherwise) are inclusive of GST.

Expiry

RevPoints are valid for 3 years after they are earned or purchased by you. At the end of this period, Points will permanently expire and can no longer be redeemed. You can check your Points balance in the App.

4. Redeeming Points

The RevPoints Program also allows you to redeem Points (“**Points Redeeming Activities**”). You may only complete Points Redeeming Activities in accordance with these Terms or as we otherwise expressly allow. Typical Points Redeeming Activities include:

- redeeming your Points for a benefit (for example, a monetary discount on a hotel booked via Stays in exchange for Points); or
- exchanging your Points for a reward or something else (for example a gift card with one of our Shops partners).

You will be able to view your Points balance and the relevant Points Earning Activities and Points Redeeming Activities you have completed in the App.

You must have the required number of Points in order to redeem a particular Points Redeeming Activity. We will generally show the required number of Points for the Points Redeeming Activity in the App (including at point of purchase, where relevant).

Points Redeeming Activities are subject to availability and will generally be subject to additional terms and conditions. For example:

- redeeming a reward with one of our partners will generally require that you agree to additional terms and conditions (as an example, if you convert Points to a gift card with one of our partners, the issuer of the gift card will have their own terms and conditions for the gift card, including in relation to its expiry); and
- making a Stays booking using a combination of Points and cash will require that you agree to the terms and conditions for Stays (and the terms and conditions of the Stays accommodation provider).

Additionally, some Points Redeeming Activities may also require that you sign up for an account with or provide your personal information to one of our partners.

We do not guarantee the ongoing availability of any particular Points Redeeming Activities or associated rewards. Once rewards are delivered we are not responsible for any rewards which are lost or stolen. We are not responsible for the delivery or expiry of rewards in the nature of gift cards, e-gift cards, vouchers, reward certificates, tickets or e-tickets. Any such rewards are not refundable or exchangeable for cash or credit and will have their own terms and conditions (including regarding expiry) which you should read.

Order of Redemption

Any Points you hold which are redeemed through a Points Redeeming Activity are redeemed in the following order:

- firstly, any Points purchased by you (via SpareChange or through other Points Earning Activities where we allow you to exchange money for Points); and
- thereafter, any Points earned through other Points Earning Activities.

Within the order set out above, Points are redeemed based on their order of expiry, with Points due to expire sooner being redeemed first. However, where you have Points expiring within the next 3 months, those Points will be redeemed with priority irrespective of whether they were purchased or not.

5. Transferring Points

The RevPoints Program may also allow you to transfer Points (as opposed to redeeming them via a Points Redeeming Activity) to certain external loyalty programs such as airline loyalty programs.

Transfers of Points to an external loyalty program are subject to the following rules:

- you may be required to link your external loyalty program account to your Revolut account by following the steps referred to in the Revolut app. You may be required to satisfy identity verification requirements in connection with this process;
- we may require a minimum number of Points be transferred (this changes from program to program);
- you may be required to pay a fee to transfer your Points;
- Points transfers externally cannot be reversed; and
- the rate of exchange for Points to other loyalty programs will be displayed to you immediately prior to the time of exchange. We will publish any relevant rates of exchange to other loyalty programs in the App.

6. Suspension, Termination and Correction

Without limiting what actions we may consider reasonable to take, we may suspend or terminate your access to the RevPoints Program (or any part of it, including in relation to specific Challenges) or reverse or cancel Points granted to you (or recoup the value of any Points granted through abuse or misuse of the RevPoints program) if we reasonably believe that you have:

- breached these Terms or any other terms that apply to your Revolut account or other services you acquire from us;
- reversed or undone any action which has earned you RevPoints;
- abused or misused the RevPoints Program, including by sharing your Revolut account with another person;
- engaged in illegal, dishonest or fraudulent activity; or
- taken any action that would entitle us to terminate or suspend your Revolut account under the [Personal Terms](#).

We will assess and investigate the foregoing in our discretion, acting reasonably.

Suspension and Termination

If we take action to suspend or terminate your access to the RevPoints Program, we will notify you of our decision as soon as possible and where possible and reasonable, provide you with an opportunity to rectify any relevant breaches before continuing to suspend or terminate your access to the RevPoints Program.

You may also voluntarily terminate your participation in the RevPoints Program at any time by contacting Support.

Termination (including by us where we are entitled to do so) of your access to the RevPoints Program or Revolut payment account will result in the permanent forfeiture of any Points balance you have. If you wish to terminate your access to the RevPoints Program or Revolut payment account and wish to avoid this, you should redeem any Points in advance of terminating your access to the RevPoints Program or your Revolut account. No refunds are available for Points under any circumstances.

Corrections and Reversals

We may also, acting reasonably, correct erroneous or invalid Points allocations at any time and will use reasonable efforts to do so in accurate and timely fashion.

If we need to reverse or cancel any Points you have already spent under a Points Redeeming Activity, we may take action to recover the benefit of the Points. Generally, this will mean we will deduct the relevant amount of RevPoints from your account or cancel or refuse to honour any transactions or rewards associated with Points Redeeming Activities. If you have no (or insufficient) Points or neither of the foregoing are possible, we will debit your Revolut Account for the advertised monetary value of the benefit or reward you received in connection with the Points Earning Activity. While we will always attempt to debit your Points balance first, you specifically authorise us to debit your Revolut Account where you have an insufficient RevPoints balance. or at the RevPoints purchase rate (see Section 3 (*Earning Points*)) for the relevant number of Points. If you have a negative Points balance we may require you to take steps to correct the negative Points balance within a reasonable time, or otherwise take any of the above steps to remediate any negative Points balance.

While we will always attempt to debit your Points balance first, you specifically authorise us to debit your Revolut Account in connection with the above where you have an insufficient RevPoints balance.

7. Are there any fees

There are no fees for joining the RevPoints Program or for holding a Points balance.

In some circumstances, there may be fees associated with some Points Earning Activities and Points Redeeming Activities. For example, transferring points from

another loyalty program to the RevPoints Program may require that a fee is paid. If fees apply, they will be clearly shown to you in instructions in the App before you proceed. Our partners may also charge you fees, which will be detailed at the time of the relevant Points Redeeming Activity.

8. Australian Consumer Law

Any products, goods or services that you obtain through a partner (eg. through Shops, Stays or Experiences) using Points is subject to the partner's applicable terms and conditions. If you have any issues or questions about the products, goods or services received as a reward, you should raise them with that partner directly.

However, to the extent that you acquire services from us as a consumer within the meaning of Schedule 2 to the *Competition and Consumer Act 2010* (Cth) (the "**Australian Consumer Law**"), you have certain rights and remedies (including consumer guarantee rights) that cannot be excluded, restricted or modified by agreement (including by the Terms). Revolut is not responsible for providing you with remedies under the Australian Consumer Law in respect of any failure in the delivery of any benefits or rewards from third parties.

Nothing in these Terms, restrict or modify any such rights you may have under the Australian Consumer Law.

To the extent that the Australian Consumer Law permits us to limit our liability, then our liability is limited to in the case of services, supplying the services again or payment of the cost of having the services supplied again. We will not be liable to you for any indirect or consequential loss of any nature (including, without limitation, for loss of revenue, loss of profits and any other commercial or economic loss of any nature) arising from the RevPoints program, subject to our own fraud, negligence or wilful misconduct.

9. Taxation

We make no representations and hold no responsibility for any taxes, GST, duties, levies, fees, charges or other liabilities (**Taxes**) in connection with your participation in the RevPoints Program, including your participation in any Points Earning Activities and Points Redeeming Activities and any other related benefits. You are responsible for the payment of all Taxes in connection with your participation in the RevPoints

Program and you should seek professional advice in relation to any Taxes which may be payable by you in connection with the RevPoints Program.

10. Privacy

We process your personal information in order to provide the RevPoints Program to you. We may share your personal data with other companies in the Revolut group and with some third parties (for example, if we allow you to transfer points in, from or out to a third party loyalty program, like an Airline Miles partner, we will share your name and membership number with them). You may also be required to share your personal information with our partners in connection with certain Points Earning Activities and Points Redeeming Activities. We need to do this to be able to provide you with services under the RevPoints Program. By participating, you consent to our use of your personal information in this manner. We manage and process your personal information in accordance with our [Privacy Policy](#).

11. Changes to RevPoints

The RevPoints Program and the benefits and features associated with it will change over time. We cannot guarantee that certain benefits or features will always be part of the RevPoints Program, nor can we guarantee that certain partners or vendors will remain part of the RevPoints Program. For example:

- there may be changes to the availability of Points Earning Activities and Points Redeeming Activities;
- the number of Points or redemption rates associated with a Points Redeeming Activity may change;
- the rate at which you earn Points for Points Earning Activities may change and Points Earning Activities may be added, removed, or modified;
- partners or vendors with whom you can take advantage of Points Earning Activities and Points Redeeming Activities may change; and
- there may be changes to the expiry of Points.

Notwithstanding the foregoing, while the RevPoints Program is operating, we will ensure that there is always at least one Points Earning Activity and Points Redeeming Activity available. Where in our reasonable opinion, a change would result in a material detriment to users of the RevPoints Program, we will provide notice of that change

and use our best endeavours to provide a minimum 60 days advance written notice where possible. Where activities and rewards are offered by a third party, this may not be possible.

In connection with changes to the RevPoints Program, we may change these Terms from time-to-time. In the event there are such changes:

- where there is a reduction in earn rate for Points on everyday purchases, or a reduction in the overall redemptive value of Points, such that there is in our reasonable opinion a material detriment to you, we will provide you with no less than 60 days' written notice;
- subject to the above, where a change imposes additional obligations on you or reduces your rights or a benefit, we will give you at least 30 days' written notice and will use our best endeavours to give you more notice if possible; and
- where a change is to your benefit or not significant we may make the change by giving you written notice.

We will always publish updated Terms on our website and through the App.

12. Termination of RevPoints Program

The RevPoints Program may not continue indefinitely and we may choose to shut down the RevPoints Program at our sole discretion. In the event that we decide to close the RevPoints Program, we will provide you with at least 90 days' notice and act reasonably in relation to the actions that we take in connection with the closure of the RevPoints Program.

13. Complaints

If you're unhappy with our service, we'll try to put things right. If you have a complaint, please contact us through the Revolut app.

Alternatively, you can submit a complaint using our online form or contact the Complaints team at formalcomplaints.au@revolut.com.

You may also send us a letter addressed to:

Revolut Payments Australia Pty Ltd

Level 28, 161 Castlereagh Street
Sydney, NSW, 2000 Australia

You'll need to tell us:

- Your name;
- The phone number and email address associated with your account;
- When the problem arose; and
- How you'd like us to put the matter right.

We'll look into your complaint and will aim to respond to you as soon as possible or within 30 days following receipt of the complaint. We are not responsible for the delivery of any rewards by our partners, including gift cards. Rewards and gift cards may be subject to their own terms and conditions. In the event you have a complaint with a reward delivered by one of our partners, you should contact the partner directly.

14. General

Events beyond the control of Revolut may occur that make the availability of the RevPoints Program impossible. Accordingly, Revolut will not be liable for any loss, whether directly or indirectly suffered, as a result of an event outside of its control.

In addition to any other matter set out in these Terms, if we have reasonable grounds to believe that you have engaged in any fraud or material abuse in relation to the RevPoints Program (such as for example, using another person's account or attempting to obtain an unfair advantage through deception) we may in our sole discretion take any actions we see fit in the circumstances.

Any disputes arising out of or in connection with these Terms can be dealt with by the Courts of the State of Victoria.