

# Premium & Metal Terms

## 1. Why this information is important

This information sets out the extra services we provide to our Premium and Metal customers. 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 Terms](#) (the personal terms). If there is any inconsistency between the personal terms and these terms and conditions, these terms and conditions will apply.

You can ask for a copy of these terms and conditions through the Revolut app or from one of our support agents 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 the [Metal Fees page](#).

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

## 2. What are the Premium and Metal services?

### **What are the Revolut Premium services?**

Premium customers have access to all the services available to Standard customers, as well as the following benefits:

- one free contactless Revolut Premium card;
- unlimited fee-free currency exchange (excluding outside market hours);
- double the free ATM withdrawal allowance of Standard customers;
- access to precious metals at better rates than Standard customers; and
- access to customization \*(but subject to card stock availability).

\* The following expressions may not be accepted and should not be used.

- > Profanity
- > Political subject matter of any nature (flags, state symbols, etc)
- > Copyrighted content e.g. Characters/Cartoons
- > Branded or Trademarked Products/Services/Logos including abbreviations, acronyms and symbols of any nature
- > Depiction of drugs, alcohol, tobacco, firearms, weapons, military equipment
- > Content which may be determined to be socially unacceptable or illegal
- > Any content which is not in English language

### **What are the Revolut Metal services?**

Metal customers have access to all the services and benefits available to Standard and Premium customers, as well as the following benefits:

- one free contactless stainless steel Revolut Metal card\*;
- Metal Cashback;
- four times the free ATM withdrawal allowance of Standard customers;
- access to customization \*(but subject to card stock availability);

\* The following expressions may not be accepted and should not be used.

- > Profanity
  - > Political subject matter of any nature (flags, state symbols, etc)
  - > Copyrighted content e.g. Characters/Cartoons
  - > Branded or Trademarked Products/Services/Logos including abbreviations, acronyms and symbols of any nature
  - > Depiction of drugs, alcohol, tobacco, firearms, weapons, military equipment
  - > Content which may be determined to be socially unacceptable or illegal
  - > Any content which is not in English language
- any other benefits we add from time to time.

### **What is Metal cashback and when do I earn it?**

When Metal customers make an eligible purchase with any of their physical or virtual Revolut cards, we may (but do not have to) credit your account with an amount of e-money equivalent to a percentage of your payment. We call this a "Cashback". We may change the percentage of the Metal Cashback or not pay it for any reason, including the country you make the payment in or the merchant you make the payment to.

We can't give you cashback when doing so would break any law or regulation, or if the payment you make with your Revolut card is not a genuine purchase (such as payments to other e-wallets, bank accounts, financial services, trading platforms, gambling sites, certain prepaid cards or gift cards, for example).

There is a limit to how much Metal Cashback you can receive in one monthly billing cycle. This is set out in our [Metal Fees page](#).

Usually, the cashback will be automatically credited into your main account upon the completion of the eligible card payment. You can check the status of a transaction any time in the app. The cashback will be credited in JPY, regardless of the currency of the underlying purchase. If the underlying purchase was made in a non-JPY currency, the interbank exchange rate at the time of purchase authorisation will be used to calculate the cashback amount in JPY. If the purchase amount at the time of purchase authorisation differs from the amount at the time of purchase completion, the cashback will be recalculated based on the time of completion.

Sometimes we can recover the Metal Cashback from you if:

- the payment that earned the Metal Cashback is refunded to you;
- you earned the Metal Cashback fraudulently; or
- you broke this agreement in order to get the Metal Cashback.

We will recover the amount of the Metal Cashback by taking it out of your account.

If we cannot recover the amount of the Metal Cashback from your account, you will still owe us the relevant amount. We may then recover the amount from a stored card or exercise our right of set-off. We may also take legal steps to recover the amount you owe us. If we do, you may have to pay our reasonable costs of doing so.

You can read more about how we can recover amounts that you owe us in the [Personal Terms](#).

### 3. Paying your Premium or Metal subscription

You can pay your subscription fee in monthly instalments or pay the full subscription once a year in advance. These fees are set out in our [Metal Fees page](#).

When you become a Premium or Metal customer, the subscription fee will be debited from the balance held in your Revolut account. We will debit any future subscription fees from the balance in your Revolut account.

If we can't take payment from your Revolut account for any reason (for example, because you do not have sufficient funds), we will ask you to top-up your balance within 7 days. If you don't do this within the 7 day period and we're still unable to collect the payment using the collection methods set out in clause 26 of the [Personal Terms](#), we'll let you know that the payment is outstanding and that you have 14 days to pay us. If we don't receive payment within that period we may take legal steps to collect the payment. If we take legal steps you will have to pay our reasonable costs of doing so.

If we cancel your subscription we will not refund any amounts you have already paid for the Premium or Metal subscription.

### 4. Downgrading your Plus, 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 billing month you have paid a subscription for. After then, you'll become a Standard customer again (a personal account holder who does not pay a subscription for the Premium or Metal service). If you are a Metal customer, you can choose to downgrade to either Premium or Standard.

If you'd like to cancel your subscription, you can let us know through the Revolut app.

The fees for ending or downgrading your subscription are set out in the [Metal Fees page](#).

### 5. When can Revolut end my Premium or Metal subscription?

We can end your Premium or Metal subscription immediately if:

- we suspect you are behaving fraudulently;
- you haven't given us the information we need, or we have good 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; or
- we must do so under any law, regulation, court order or ombudsman's instructions.

If you abuse our Premium or Metal services in any way, such as purchasing and cancelling your subscription within the grace period allowing yourself access to the exclusive features without actually paying for the subscription, we may end your subscription and restrict your right to our services, or suspend your account entirely.

We may also end your subscription for other reasons, but we will give you an advance notice through the Revolut app or in an email.