

# These Premium & Metal terms apply from 9 March 2023.

## Please click [here](#) to see the previous Premium & Metal terms that apply until 8 March 2023.

### 1. 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 General Terms (the "**General Terms**"). If there is any inconsistency between the General Terms and these terms and conditions, these terms and conditions will prevail.

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 Fees page.

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

Please see section 10 of these terms for more information about what fee you may be charged if you downgrade or cancel your subscription early.

Unless otherwise specified in these Premium & Metal Terms, defined terms will have the same meaning as set out in Revolut's [General Terms](#).

## Metal services

Unless otherwise specified in these Metal Terms, defined terms will have the same meaning as outlined in Revolut's General Terms of Service.

**1.1** If you choose to become a Metal User:

- we shall provide you with the Metal Services; and
- you shall pay us the Metal Subscription Fees.

You can find more information on fees and the Metal Services in general [here](#).

### Payment for Metal Services

**1.2** Unless you notify us with appropriate notice before the next due date of your Metal Subscription Fees that you want to cancel your Metal Subscription, we will automatically charge you the then-applicable periodic Metal Subscription Fees using your preferred payment method.

**1.3** If your preferred payment method becomes invalid during your subscription period, or if the charge is refused for any other reason outside our control, you authorise us to use any other payment method we have on file in your Revolut Account, in accordance with Clause 17 (Your Balance and Negative Balances) of the General Terms of Service. If all of your payment methods on file are declined or we are unable to exercise our right of set-off in accordance with Clause 22 (Our Right to Set-Off) of the General Terms of Service, you must provide us with a new eligible payment method within 30 days or your Metal Subscription will be cancelled.

## Cancellation Refunds & Downgrading

**1.4** The Metal Subscription Fees are non-refundable except as expressly set forth in these Metal Terms.

**1.5** You may cancel the annual renewal of your Metal Subscription at any time by providing us with notice any time before the date of your annual renewal. You can provide such notice by going to the profile section of the App and selecting 'Change plan' or by contacting our customer support team via the chat function on the Revolut Dashboard.

**1.6** By signing up for a Metal Subscription, you expressly request for the subscription period of the relevant Metal Services to commence from the moment that your Metal Subscription is confirmed. For the avoidance of doubt, in the event that we offer a one month free trial promotion in relation to the Metal Services, the Cooling-off Period will begin immediately from the moment that we make the Metal Services available to you on the Revolut Dashboard.

**1.7** If neither you nor anyone authorised by you to use your account has taken advantage of any Metal Services in the current membership period, we will refund you the Metal membership fee in full. Otherwise you may be eligible for a partial refund of this membership fee based on benefits usage by you or anyone authorised by you to use your account in your current membership period.

**1.8** If you cancel the Metal Services anytime outside of your Cooling-Off Period and signed-up to a:

- monthly payment plan then your cancellation will serve as notice to pay the S\$40 Monthly Plan Break Fee if you cancel within the first ten (10) months. If you cancel in month eleven (11) you will pay S\$19.99 and retain your subscription for the remaining period of your 12-month payment plan. Example: If you started the Monthly Payment Plan on 1st January, you are able to give notice to cancel early and pay the S\$40 Monthly Plan Break Fee on any day prior to 30th October,
- yearly payment plan, subject to Clause 1.7 above, you will still be charged the annual fee in relation to the Metal Services,
- in both cases, you will not be entitled to a refund of the cost of your Metal Revolut Card due to our provision of the Metal Services during this time. Cooling-Off Period.

**1.9** If you paid for your Metal Subscription at the point of subscribing for the Metal Services you may withdraw within 14 days. If neither you nor anyone authorised by you to use your account has taken advantage of any Metal Services in the current Metal membership period, we will refund your Metal membership fee in full. Otherwise, we will issue you a partial refund based on use of the Metal Services during that time by you or anyone authorised by you to use your

account. For the avoidance of doubt, the order and delivery of a Metal Revolut Card will be considered a Metal Service for these purposes.

**1.10** To cancel the Metal Services within the Cooling-Off Period, you can adjust your membership settings by going to the profile section of the App and selecting 'Change Plan' or by contacting our customer support team via the chat function on the Revolut Dashboard. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

## Acceptance of membership

**1.11** We reserve the right to accept or refuse your Metal Subscription, to the extent permitted by applicable law.

**1.12** Upon termination of these Terms, Metal Subscription Fees paid to us for the Metal Services shall be apportioned up until the time of termination of the contract and any Metal Subscription Fees paid in advance shall be reimbursed to you proportionally.

**1.13** Revolut reserves the right to restrict users ability to subscribe to the Revolut Metal Services or the Premium Services for users who upgrade or Downgrade from the Metal Plan, or any other plan, more than once in a given 12 month period.

**1.14** If Revolut, in its sole discretion, believes that you may have breached these Metal Terms or the General Terms of Service then Revolut may take action including but not limited to the actions stated in Clause 17 of the General Terms of Service in relation to your use of the Metal Services or the Revolut Services in general.

## Cashback Services

**2.1** Revolut reserves the right to amend the rate of cashback payable generated through Revolut Transactions at any time.

**2.2** Revolut Transactions in relation to the following service providers will not qualify for Cashback Services:

1. MasterCard - Quasi Cash-Merchant
2. Member Financial Institution-Merchandise And Services
3. Wire Transfer Money Orders (V, D, G, X)
4. Money Transfer (M)
5. POI (Point of Interaction) Funding Transactions (Excluding MoneySend)
6. Quasi Cash-Member Financial Institution
7. Real Estate Agents and Managers-Rentals
8. Tax Payments
9. Bail and Bond Payments
10. Court Costs Including Alimony and Child Support
11. Fines
12. Government Owned Lottery

13. Cigar Stores and Stands
14. Cleaning and Maintenance, Janitorial Services
15. Automobile Parking Lots and Garages
16. Government Services - Not Elsewhere Classified
17. Intra-Government Purchases–Government Only
18. Organizations, Political
19. Organizations, Religious
20. Schools and Educational Services - Not Elsewhere Classified
21. Organizations, Charitable and Social Service
22. Insurance Sales, Underwriting and Premiums
23. Direct Marketing Insurance Services
24. Utilities–Electric, Gas, Heating Oil, Sanitary, Water
25. Non-Durable Goods Not Elsewhere Classified
26. Postal Services–Government Only
27. Colleges, Universities, Professional Schools and Junior Colleges
28. Schools, Elementary and Secondary
29. Schools, Trade and Vocational
30. Schools, Business and Secretarial
31. Schools, Correspondence

**2.3** If you receive a refund for a Revolut Transaction that has generated cashback as part of the Cashback Services, any cashback generated as part of such Revolut Transaction will be returned back to Revolut.

**2.4** Any cashback will be void in the event of fraud, misuse, or violation of Revolut's General Terms of Service or of these Metal Terms. In addition to any other legal relief available to us, you will reimburse us for the amount of any cashback you use in violation of these Metal Terms or our General Terms of Service.

**2.5** Revolut reserves the right to closely monitor usage of Revolut Transactions, Revolut Card Transactions and Cashback Services, so that we may identify misuse, and disqualify cashback if we have reason to believe that these Metal Terms have been breached.

**2.6** Events may occur which render cashback or the awarding of cashback impossible due to reasons beyond our control. In such circumstance, Revolut may in our absolute discretion vary, amend or rescind the provision of Cashback Services and you agree that no liability shall attach to Revolut as a result thereof.

**2.7** The decisions of Revolut in respect of any and all aspects of Cashback Services, including any rejection of a claim to cashback, will be final and binding.

## **Premium Services**

3.1. If you choose to become a Premium User:

1. we shall provide you with the Premium Services; and
2. you shall pay us the Premium Subscription Fees.

### **Payment for Premium Services**

3.2 Unless you notify us with appropriate notice before the next due date of your Premium Subscription Fees that you want to cancel your Premium Subscription, we will automatically charge you the then-applicable periodic Premium Subscription Fees using your preferred payment method.

3.3 If your preferred payment method becomes invalid during your subscription period, or if the charge is refused for any other reason outside our control, you authorise us to use any other payment method we have on file in your Revolut Account, in accordance with clause 16 of the [General Terms](#) (Your Balance and Negative Balances). If all of your payment methods on file are declined or we are unable to exercise our right of set-off in accordance with Clause 21 of the [General Terms](#) (Our Right to Set-Off), you must provide us with a new eligible payment method within 30 days or your Premium Subscription will be cancelled.

### **Cancellation and refunds**

3.4 The Premium Subscription Fees are non-refundable except as expressly set forth in the these Terms and the [General Terms](#).

3.5 You may cancel the annual renewal of your Premium Subscription at any time by providing us with one calendar months' notice. Upon such notice, you will be required to contact our customer support team via the chat function on the Revolut Dashboard.

3.6 By signing up for a Premium Subscription, you expressly request for the subscription period of the relevant Premium Services to commence from the moment that your Premium Subscription is confirmed. For the avoidance of doubt, in the event that we offer a one month free trial promotion in relation to the Premium Services, the Cooling-off Period will begin immediately from the moment that we make the Premium Services available to you on the Revolut Dashboard.

3.7 If neither you nor anyone authorised by you to use your account has taken advantage of any Premium Services in the current membership period, we will refund you the Premium membership fee in full. Otherwise you may be eligible for a partial refund of this membership fee based on benefits usage by you or anyone authorised by you to use your account in your current membership period.

3.8 If you cancel the Premium Services anytime outside of your Cooling-Off Period and signed-up to a:

1. monthly payment plan then your cancellation will serve as notice to pay the S\$20 Monthly Plan Break Fee if you cancel within the first ten (10) months. If you cancel in month eleven (11) you will pay S\$9.99 and retain your subscription for the remaining period of your 12-month payment plan. Example: If you started the Monthly Payment Plan on 1st January, you are able to give notice to cancel early and pay the S\$20 Monthly Plan Break Fee on any day prior to 30th October.
2. yearly payment plan, subject to clause 4.7, you will still be charged the annual fee in relation to the Premium Services.

In both cases, you will not be entitled to a refund of the cost of your Premium Revolut Card due to our provision of the Premium Services during this time.

### **Cooling-Off Period**

3.9 If you paid for your Premium Subscription at the point of subscribing for the Premium Services you may withdraw within 14 days. If neither you nor anyone authorised by you to use your account has taken advantage of any Premium Services in the current Premium membership period, we will refund your Premium membership fee in full. Otherwise, we will issue you a partial refund based on use of the Premium Services during that time by you or anyone authorised by you to use your account. For the avoidance of doubt, the order and delivery of a Premium Revolut Card will be considered a Premium Service for these purposes.

3.10 To cancel the Premium Services within the Cooling-Off Period, you can adjust your membership settings by contacting our customer support team via the chat function on the Revolut Dashboard. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired. Acceptance of membership.

3.11 We reserve the right to accept or refuse your Premium Subscription, to the extent permitted by applicable law.

3.12 Upon termination of these Terms, Premium Subscription Fees paid to us for the Premium Services shall be apportioned up until the time of termination of the contract and any Premium Subscription Fees paid in advance shall be reimbursed to you proportionally.

## **Overseas emergency medical insurance**

4.1 If you are a Premium User or a Metal User, you will, if you qualify, benefit from the Overseas Emergency Medical Insurance, provided by AWP Services Singapore Pte. Ltd. and underwritten by Tokio Marine Insurance Singapore Pte. Ltd., subject to the Policy Documentation. You may request a copy of the Policy Documentation relevant to your profile at any time by contacting customer services via the chat function on the Revolut Dashboard. Users can get a copy of their Policy Documentation via the app by clicking on Insurance under the Hub and going to 'All documents' or through [our FAQ here](#).

## **Schedule 1 — Definitions**

"Cashback Services" means the ability for Revolut Metal Users to earn cashback on their card payments.

"Cooling-Off Period" means your fourteen (14) days cancellation right to cancel your Metal or Premium Subscription, starting from the day you first sign up for your Metal or Premium Services.

"Downgrade" or "Downgrading" means migrating as a Metal User or a Premium User to the standard Revolut Services.

"Monthly Plan Break Fee" means the S\$40 charge if a Metal User elects to terminate his/ her 12-month monthly plan for Metal Services within the first ten (10) months.

The "Metal Card" refers to the stainless steel metal card available to Revolut Metal Users.

“Metal Services” means the benefits you are entitled to as a result of being a Metal User, which includes, the Premium Services and Cashback Services.

“Metal Subscription” means a monthly or annual subscription to the Metal Services.

“Metal Subscription Fees” means the fees payable for the Metal Service by a Metal User, which are set out in the Fees and Pricing Section.

“Metal Terms” means these terms and conditions which govern the Metal Services.

“Metal User” means a holder of a Revolut Account who has upgraded to obtain the Metal Services.

“Premium Revolut Card” means the tangible plastic card issued to Premium Users which allows Premium Users to enter into ATM Withdrawals and Revolut Card Purchases.

“Premium Service” means the benefits you are entitled to as a result of being a Premium User, which includes, but isn’t limited to, unlimited use of our Standard Exchange Rate, an increased threshold for free ATM Withdrawals, benefitting from the Overseas emergency medical insurance and around the clock customer support.

“Premium Subscription” means a monthly or annual subscription to the Premium Service.

“Premium Subscription Fees” means the fees payable for the Premium Service by a Premium User, which are set out in the Fees and Pricing Section.

“Premium User” means a holder of a Revolut Account who avails of the Premium Service.