

Service Agreement Card Payment 02/11/2018

1. Background

The Card Payments service is intended for payments in the event of purchases on the Internet or in other electronic environments.

This Service agreement requires that

- (i) the Parties have entered into a Framework agreement and that the agreement remains in force during the period of validity of the Service agreement; and
- (ii) the Customer has entered into an agreement with a Redeemer regarding the settlement of card transactions, and that the agreement remains in force during the period of validity of the Service agreement.

2. Definitions

The terms that are used in the Framework agreement shall be applied to the Service agreement along with the following list of definitions.

Terms that are used in the Service agreement shall have the meaning set out in the Framework agreement, unless otherwise specified in the Service agreement.

"Authorization enquiry" – Enquiry made to the Issuer as to whether a Debit/transaction can be approved.

"Chargeback" – Repayment initiated and executed by the Redeemer.

"Crediting" – Crediting of Debit or invoice initiated by the Customer in the way described in the relevant Service agreement, which regulates a Payment method that allows Crediting via the Payment Service Provider.

"Deposit" – Assignment initiated by the Customer to Debit the End customer for an Authorized transaction.

"Issuer" – The third party that (i) the End customer has an agreement with regarding the use of a certain Payment method and (ii) is responsible for Authorization in relation to the Customer.

"Payment Service Provider" – PayEx's system whereby the relevant Payment method with any Supplementary services becomes available.

"Redeemer" – Bank or other player with which the Customer and/or PayEx enters into an agreement regarding a certain payment service, e.g. payment of card transactions.

"Refund" – PayEx's entitlement to receive payment from the Customer for the entire amount in respect of each Debit that is covered by this entitlement.

3. The Service etc.

The Customer enters into an agreement regarding the settlement of card transactions with the Redeemer, which supplies said service and which has been approved by PayEx. At the Customer's request, PayEx looks after certain undertakings that the Customer has in relation to the Redeemer and that are specified in greater detail in

the Service agreement, and will also execute the Service that is described in greater detail in this Service agreement.

4. Tests prior to putting into production

PayEx carries out the required tests in relation to the Redeemer before the product is put into production. When testing communications between PayEx and the Customer, the Parties shall participate jointly to the extent that is required.

5. Authorization, checks

Authorization refers to the Issuer undertaking to pay to the Redeemer the amount to which the transaction amounts. Authorization is carried out in the following steps:

- (i) The End customer approves the transaction by giving his/her card number, the validity period and any additional figures (CV2);
- (ii) PayEx arranges the transaction to the Issuer via the Redeemer;
- (iii) The Redeemer, after Authorization from the Issuer, notifies PayEx that funds have been set aside for the transaction;
- (iv) PayEx notifies the Customer that the purchase is complete.

6. Settlement

Settlement is carried out in the following steps:

- (i) The Customer initiates the Deposit of Authorized transactions in PayEx's Administration interface or in a way described in the Technical description;
- (ii) PayEx conveys the transactions to the Redeemer, which credits these according to one of the alternatives in (a) or (b) below.

(a) Customer that has Service agreement Accounting Services

The Redeemer credits PayEx for Authorized card transactions according to an agreement entered into between the Customer and the Redeemer regarding the settlement of card transactions on the Internet.

(b) Customer that does not have Service agreement Accounting Services

The Redeemer credits the Customer for Authorized card transactions according to an agreement entered into between the Customer and the Redeemer regarding the settlement of card transactions on the Internet.

7. Recurring Payments

General

The Customer can offer its End customer the option of registering one or more charge or credit cards for future transactions, which are subsequently carried out according to the description under "Manual Recurring Payments" or "Recurring Payments" below.

The Payment Service Provider contains functionality in order for the End customer to be able to keep the relevant card information updated, e.g. when the expiry date of the card passes.

For those cases where the exact amount is not known at the time the End customer gives his approval for the payment, the Customer must inform the End customer of the specific amount that will be reserved

Manual Recurring Payments

Each registered card is connected to a unique agreement at PayEx, which through this agreement can identify the registered card via encrypted card data that PayEx archives in accordance with applicable regulations. The Customer suborders this agreement with a unique external reference in order to charge the card in conjunction with individual transactions. No fixed values for time and amount are created when a card is registered for Manual Recurring Payments.

Instead of that stated in point 5 (i) of the General terms and conditions and point 4 (i) of the specific terms and conditions for 3-D Secure, Authorization commences by means of the End customer approving the Debit with a click and the Customer identifying the End customer with the aid of its external reference.

The Customer is responsible both for ensuring that the End customer can deregister its agreement at any time, and for notifying PayEx of such deregistration via a suitable function in the Payment Service Provider.

Recurring Payments

Debiting intervals and amounts are set in conjunction with the first transaction.

Instead of that stated in point 5 (i) above and 4 (i) in the terms and conditions for 3-D Secure below, Authorization is initiated by means of PayEx continually carrying out transactions according to set parameters.

The Customer is responsible both for ensuring that the End customer can revoke its consent at any time, and for notifying PayEx of such revocation via a suitable function in the Payment Service Provider.

8. Storing transaction information

PayEx will save the following information about card transactions in a transaction log:

- End customer's card number
- Transaction date
- Card transaction's total amount
- Transaction currency
- Check number during Authorization
- Unique transaction number
- Transaction type
- Indicator for electronic commerce

The above information is available in PayEx's payment system for 18 months, after which it is transferred to long-term storage.

9. Crediting Background

The payment method makes Crediting the Debit to the End customer possible via interfaces at PayEx. Repayment takes place according to the rules and instructions stipulated in the Customer's agreement with the Redeemer.

At present, repayment to the End customer can amount to a maximum of 100% of the original purchase amount. PayEx notifies of the Redeemer of Credited transactions at 00.00 CET every day. The Redeemer notifies the Issuer of Credited transactions on the next banking day. The Issuer Credits the End customer according to its procedures applicable at the time.

10. Chargeback

If a Customer has entered into a Service agreement Accounting Services with PayEx, it is obliged to chargeback card transactions in relation to PayEx in accordance with point 9 in said Service agreement.

11. Term of the Agreement

This Service agreement applies from the time it is signed and runs for an initial term of one (1) year from the implementation of the first Debit, and is subsequently continually extended by terms of one (1) year at a time, assuming notice of termination has not been provided in writing at the latest three (3) months before the expiry of the relevant term.

Card payment, special terms and conditions when using 3-D Secure (Version 15.07.2013)

1. Purpose

The 3-D Secure service is intended for card payments when purchasing on the Internet, and is a security standard that entails the transfer of credit risk from Customer to Issuer in accordance with the agreement applicable at the time between Customer and Redeemer regarding 3-D Secure. This protection against credit loss (liability shift) is realised every time the Customer offers 3-D Secure when conducting a particular card transaction, irrespective of whether the card transaction has actually been performed with a 3-D Secure-compatible card or not. 3-D Secure is used in this Service agreement as a generic name for the applications Verified by VISA and MasterCard SecureCode.

Unless otherwise indicated, these special terms and conditions apply as a supplement to the General terms and conditions for card payments.

2. The service etc.

The Customer enters into an agreement regarding 3-D Secure with the Redeemer, which offers the standard and

which has been approved by PayEx. At the request of the Customer, PayEx attends to some of the Customer's undertakings in relation to the Redeemer that are specified in greater detail in this Service agreement PayEx shall carry out the Service that is described in greater detail in this Service agreement.

3. Licence

PayEx ensures that the Customer is allocated a licence to support 3-D Secure. The Licence is installed in PayEx's Payment Service Provider.

4. Authorization, checks

Authorization is carried out in the following steps:

User Authorization

- (i) The End customer approves a card transaction by filling in card details in the form of card number, CVC number and validity period for the card.
- (ii) The transaction information is transferred by PayEx for checking whether the End customer's card is included in 3-D Secure.

This check can produce the following answers:

- a) yes – the card is included in 3-D Secure
- b) no – the card is not included in 3-D Secure
- c) Check could not be carried out due to a technical fault at the Issuer.

If the answer is a), the End customer is forwarded to its Issuer for user Authorization. If the answer is b), the transaction is forwarded for amount Authorization according to point 5 in the General terms and conditions. If the answer is c), the purchase is halted and the Customer is notified of this.

Amount Authorization

PayEx receives an answer regarding user Authorization from the End customer's Issuer. This check can produce the following answers:

- (i) User Authorization approved.
- (ii) User Authorization denied.
- (iii) Check could not be carried out due to a technical fault at the bank.

If the answer is (i), the transaction is forwarded for amount Authorization according to point 5 in the above terms and conditions. If the answer is (ii) or (iii), the transaction is halted and the Customer is notified of this at the same time.

Receipts

PayEx logs receipts from the Issuer regarding card transactions that have been checked against 3-D Secure.

Cards that are not included in 3-D Secure

If the End customer's card is not included in the 3-D Secure standard, the transaction has been carried out solely using amount Authorization, and in this case point

5 in the above terms and conditions applies instead of this point.

Special Terms and Conditions when using Payout to Card (Version 27.11.2017)

1. Background

The service Payout to Card is intended for payouts directly to the End customer's card.

Unless otherwise specified, these special conditions apply as a supplement to the general terms and conditions for card payments.

2. The Service etc.

The service assumes that the End customer has registered a card with the Customer. In the event that the End customer has several cards registered with the Customer, the End customer shall choose which card is used for the payout.

The Customer signs a 3-D Secure agreement with the acquirer, which offers this according to special terms above. PayEx handles on behalf of the Customer payouts to the End customer's chosen card that is stored by the Customer.

Special Terms and Conditions when using Masterpass (Version 05.01.2018)

1. Background

Masterpass is a digital wallet that facilitate online payments for End customer.

Unless otherwise specified, these special conditions apply as a supplement to the general terms and conditions for card payments.

2. The Service etc.

The service assumes that the Customer understand Mastercard Operating Rules for Masterpass. The Operating Rules can be downloaded via PayEx implementation manual.