

Terms and Conditions Individual

General Terms and Conditions for the service “Toonie Individual”

Toonie Global Ltd (the “Company” or “Toonie”), is a company incorporated under the laws of England and Wales, with company registration number 13419716, with registered office at 7 Bell Yard, London, WC2A 2JR, United Kingdom.

Toonie is a software development company that provide e-commerce, vouchering and e-money technical solutions services through dedicated platforms.

The terms of use constitute an agreement (“Agreement”) between you (“you”, “your” and “User”) and Toonie where the service is provided (“we”, “us”, “our”)

Definitions

As used in this agreement, the following terms shall have the meanings set forth below (such meanings to be equally applicable to the singular and plural forms of such terms)

Acquiring: means all those payment transactions whereby a payment is received from a private scheme via a technological service offered by Toonie and accepted by the Merchant.

Agreement / Terms and Conditions: means these terms and conditions, any and all annex(es), or documents referred to herein, as amended from time to time, regarding the use of the services offered by Toonie and accepted by the Customer.

AML: Money Laundering, Terrorist Financing and Transfer of Funds (Payer Information) as applied in the relevant jurisdictions of use, as amended and restated.

App: Toonie’s Mobile App downloaded on a mobile phone or tablet.

ATM: The service that enables the user to withdraw cash from the wallet via a Toonie registered Merchant.

Available Balance: the value of tokens deposited into the Wallet available for use by the Customer.

Cash Deposit: The service that enables the client to deposit cash in the wallet via a Toonie registered Merchant.

Chat: the online exchange of messages in real time with one or more simultaneous Toonie users within the Toonie App chat system.

Community / Toonie Community: A group of people who have successfully registered for an account with Toonie according to the terms of this Agreement.

Currencies Offered: Currencies in which the Customer can have as spending tokens in their wallet, listed in [Annex 1](#).

Customer/Individual/User means the end user who has successfully registered for an account with Toonie according to the terms of this Agreement.

Dashboard (or the Dashboard): is the portal where the Customer can access the Services including, but not limited to, initiate transfer instructions, view Transactions history, view the balance and currency of the E-Money held in the Wallet.

E-Money: Represented by tokens purchased by the user and displayed in the currency equivalent to that used at the time of the purchase. The currency displayed will be the currency used when the customer wish to sell the tokens.

Exchange: The service that enables the User to make conversions between currencies and purchase Tokens issued by the Token Issuer

Fee: any fee payable by the Customer to Toonie, as set out on the Website and/or in [Annex 2](#) of the present Agreement as amended from time to time.

FX Payment: Payment involving the conversion of money from one currency to another.

Instruments: are the channels through which the E-Money, distributed by Toonie, is engaged by the Customers.

KYC: Know Your Customer, requirement for knowledge of and information on customers of regulated entities or regulated activities.

Log: electronic register recording the operations generated through usage of the Services.

Merchant(s): The entity/company who has successfully registered for an account with Toonie according to Merchant’s terms and conditions

Offer: The offer created by Merchants to promote their products and/or services via the e-commerce platform to other Toonie Users.

Offer Redemption: The service that enables the User to redeem offers created by the Merchants.

Platform: means the Company's specific online transfers platform, through which the internet allows the Customer to access the services and the Wallets and provide instructions through the Dashboard.

Password: is a secret alphanumeric word the Customer chooses to enter in the Platform.

P2P: Internal Toonie transaction between Wallets of Individual Users.

Redemption: means allowing the user to convert Toonie Tokens held in wallets, in whole or in part, into the fiat currency these are representing by redeeming them with a bank transfer.

Reference: The payment reference assigned to each user used to purchase tokens for wallet top-ups.

Relationship: means the ongoing business relationship established between a Customer and Toonie under this Agreement once the Customer has successfully completed the registration process.

Services: means the services set out under Clause 1

Third-Party Provider: The Third-Party provider, authorised by the appropriate regulatory bodies in the relevant jurisdictions, appointed by the Company for the purpose of providing the Services. The current regulated Third-Party Providers are identified in clause 1 (“Services”).

Third Parties: local communities other than the Merchant (such as online groups, associations, public administration, schools, universities, clubs, parishes, etc.).

Third-party Token: A token is a digital representation of a particular asset or utility.

Token Issuer: the external company/entity that owns the Token, and uses Toonie’s services to sell their Token.

ToonieToken: utility token recognised by the symbol of the fiat currency used to purchase the token. Once purchased, the token is expendable and tradable exclusively on the Toonie platform for the purchase of services on the platform and has no legal status as a currency.

Transaction: an electronic transfer initiated by the Customer through the Services.

Username: means one of the two login elements chosen by the Customer during the registration process. The Customer must remember to login to their Toonie account and access the services

Wallet: instrument for storage of the tokens.

Website: means the Company’s website <https://www.toonieglobal.com/> operated by the Company to provide the Services and information in relation to the Services.

All the references, inter alia, to e-money, wallets, tokens, online payments, online transfers and/or platforms shall be made to the relevant definition section as contained in the T&C of the relevant services provider available at <https://quidglobal.com>

To access and use the Services you must have a mobile device (“Device”) that has the Toonie App installed. The App can be downloaded from the App Store (iOS) or Play Store (Android).

1. Wallet and payment service

Toonie is not the E-Money and Payment Services provider. All the E-Money and Payment Services are operated by the subsidiaries of Quid Ecosystem Group Ltd and the relevant T&C are available at <https://quidglobal.com/>.

The service of the E-wallet top-up with a Credit/Debit cards is provided in the app in connection with PayPal, further information in relation to PayPal Buyer Protection terms, are available at <https://www.paypal.com>

1.1. Wallet opening and activation

To activate the Wallet service, the Individual shall register on the Toonie App and provide the information required. By entering into this agreement, the User confirms he/she has read, understood and accepted the T&C of the relevant service providers available as stated above.

1.2. Transaction logs

The Individual can access the balance of the Wallet and view the Transaction history through the App, including: (i) the amount of each Transaction; (ii) a reference to identify the sender or receiver of tokens; (iii) any fees charged (including a breakdown of the fees); (iv) the debit/credit date of each Transaction.

The Individual can download a “Wallet Summary” of each month and/or defined time selected.

1.3 Deposits

The Individual can deposit tokens into the wallets once the application has been approved for “**Top-Up**” by instructing a credit transfer from an external bank and/or Credit/Debit card to purchase the tokens. The external account or card used for the top up must be in the name of the Individual. The Individual must use the “**Reference**” provided in the App for the tokens to be correctly allocated in the wallet.

The external payment account or the card used to purchase tokens must be in the name of the wallet holder in the App.

Top-Up operations are performed in the shortest technical time-cycle available. With reference to the first Top-Up transaction carried out upon your successful registration and wallet opening request or after your request to change the associated bank account, sometimes we may need to perform additional checks. In any case, tokens deposited in the Wallet are made available no later than the following business day after the relevant purchase. For all subsequent Top-Up transactions, tokens are made available on the Wallet upon the successful completion of the transfer.

You will also have the possibility to deposit tokens into the Wallet through other instruments that will be made available from us to you via the App pursuant to specific agreements, documents or instructions provided to you via the App.

Fees in relation to the wallet deposits are shown in the [Annex 2](#).

1.3.1 Top-Up Limits

The tokens deposits are subject to a daily and monthly limit imposed by the E-wallet provider. Upon successful registration, a top-up limit of 300 tokens per month is imposed on all users. In order to unlock the standard limits shown in the table below, the user must provide further identification documents as requested in the App.

The standard limits applied are shown in the table below:

Deposit Methods	Daily limit	Monthly limit
Credit/Debit Cards	300	3000
External Payment account	N/A	N/A

The E-wallet provider in its sole discretion may update those limits to adhere with their internal policies and regulatory requirements. In addition to the standard limits, specific limits might be applied to individual users. The user will be notified if any additional limits are imposed for any top-up method used by the user.

1.3.2 Chargeback

E-wallets and tokens are a type of product that cannot be chargeback disputed when the wallet is topped-up by a credit/debit card. Further details are available at https://www.paypal.com/uk/webapps/mpp/ua/legalhub-full?locale.x=en_GB.

The card will only be used to purchase tokens in order to be deposited to the E-Wallet, no card payments are made in the Toonie app to redeem an offer or transfer token to another user in Toonie. Once the card transaction is settled and the amount has been used to purchase the tokens to be credited to the E-wallet, the user will be able to use the E-wallet services as listed on section 1 above, the user is able to redeem the token present in the E-wallet subject to clause 1.4 below.

Any dispute regarding the opportunities redeemed from a Merchant in Toonie app, will need to be disputed directly between the user and the Merchant, Toonie can assist in providing the transaction details.

1.4 Toonie Token sales and Withdrawals

The Individual can convert all or part of the Toonie tokens available in the wallet into fiat currency and redeem the available balance to an external account via the withdraw function in the App by selecting or creating a new payment method. The funds cannot be sent to an external account that is not in the name of the Individual. Fees for this transaction will apply. See [Annex 2](#)

1.4.1 Rejected Payments

Toonie and our Third-party Providers reserve the right to reject, cancel, delay or block any payment for any reason, which include any of the reasons listed below:

- (i) providing Services to a User or processing a particular payment that would constitute in a violation of the applicable law;
- (ii) the User fails to provide adequate verification of your identity or the purpose of your Payment;
- (iii) the User fails to provide any additional information requested by us;
- (iv) the User provides false or misleading information;
- (v) Toonie believes that the Payment is unauthorized, fraudulent or inauthentic;
- (vi) the User has insufficient funds in the relevant source currency to cover the full amount of the Payment (including any applicable Fees); or
- (vii) the User is otherwise in breach of these Terms and Conditions.

1.5 Transfers

The Individual User, by using the E-wallet transfer services, will be able to carry out the following transfer options:

- (i) pay Merchants for goods or services using the Transfer Service;
- (ii) send Toonie Tokens and Tokens issued by third-parties to another Toonie user using the P2P service;
- (iii) Request transfers from other Toonie Users via wallet or with a QR Code.
- (iv) Accept or reject transfer requests received from other Toonie Users.

1.6 Exchange Services

1.6.1 The Exchange section allows the User to execute FX conversions between the available Toonie Tokens in the App. Please refer to [Annex 1](#) to see the list of available currencies.

Toonie may set limits on the amount the User can convert at any given time. Toonie will notify the User that the Currency Conversion cannot be executed in the App.

Before using our Exchange service, you must acknowledge and agree to these Terms & Conditions and assume full responsibility for any risks associated with the Currency Conversions.

1.6.1.1 Exchange Rate

The exchange rate applied to Conversions will be quoted in the App when booking the Conversion and/or FX Payment. The User has 10 seconds to accept the Exchange Rate calculated, after which it will expire and a new rate will be calculated. The final exchange rate accepted by the User will be stated on the confirmation page in the App and will be available for the User to see at any time on the conversion receipt.

Toonie will charge the User a commission on the Exchange Rate provided by our Regulated Third-Party Provider, which will vary depending on the day the conversion is booked.

1.6.2 Third-party Tokens Purchase

The Tokens available for purchase within the App are issued by third-parties. Prior to committing to any Token Purchase, you must acknowledge that you have read the risk disclaimer, and you have taken the adequate measures to conduct your own due diligence on the Token Issuer. The risk disclaimer and the Whitepapers for each Token are accessible for review in the App and on our website www.toonieglob.com. The User will not be able to proceed with the purchase of Tokens unless the risk disclaimer has been read and accepted.

The third-parties Token Issuers, may impose restrictions as set forth below and the User will be notified in the App of any changes.

The current restrictions for the purchase of Tokens are listed below:

- The User can only purchase Tokens using tEUR Tokens available in the Toonie Wallet.
- The User cannot exchange the Tokens back to any Toonie Tokens.
- Tokens cannot be transferred to an external cold or hot wallet.

When the purchase of the Token is completed, a new wallet will be opened automatically to store the value of the Tokens, you will be able to view the balance of the wallet at any time within the App.

Toonie only facilitates the purchase of the Tokens by providing the Exchange service.

The Tokens available for purchase in the App are subject to the rules and legalities of the external company that issued the Token (the Token Issuer).

1.7. QR Code Scanner

The Individual has access to the QR Code reader in the Toonie App. To use this, the user shall be using the Toonie App on a device with access to a Camera.

By using the QR Code Scanner, the Individual is able to:

- (i) Send internal Transfers to other Toonie Users;
- (ii) Receive internal Transfers from other Toonie Users.

2. Toonie Services

Toonie is providing the following services in the App:

- A voucher system (the "Voucher") that allows the creation of offers, discounts and advertising for other users that can be purchased using the tokens available in the Wallet.
- A voucher system that allows the Users to redeem offers, opportunities and discounts made available by the merchant.

- A communication tool (the “Chat”) that enables the users (individuals and merchants) of the Toonie platforms to stay connected.
- All services, such as Offer redemption, settled using the tokens shall be in the same represented currency as chosen by the Merchant when publishing the offer.
- Toonie is not responsible for any transfer between the Merchant and the Merchant’s customer that are not settled in the App
- The Individuals can invite other users via email or text message to be part of the Toonie Community.

3. App Use

In order to establish a Relationship with Toonie, the Individual must:

- In establishing a Relationship with Toonie, the Customer represents that it is not acting on behalf of, or for the benefit of anyone else.
- The Relationship with Toonie must be in the name of the Individual only. Toonie has no responsibility to any other person except the Individual User under the Agreement.
- The Individual cannot assign or transfer the Relationship with Toonie to others or otherwise grant any other person a legal or equitable interest over it or the relevant Wallet. This does not affect any transfer that takes effect under the general law, for example by way of succession upon death or liquidation.
- The Individual confirms and agrees that the login details (including the Username and Password and other security information that is personal to the Individual that Toonie requests for access) shall not be shared with anyone and be always kept private.

You understand that you mustn’t distribute, publish or otherwise pass the App onto anyone else. You also understand that the App hasn’t been created just for your needs, but has been developed for general use.

When you download and use the App, Toonie has access to some Device information, such as Internet Protocol address, device name, os version and geo-loc; and when you use the App, it connects via your Internet connection.

You agree not to:

- translate, adapt, vary, modify, violate, circumvent, reverse-engineer, decompile, disassemble, create derivative works or otherwise interfere with any element of the App, or assist another person to do so;
- use the App in any unlawful manner, for any unlawful purpose, in any manner inconsistent with this Agreement, or act fraudulently or maliciously (e.g. by hacking into or inserting malicious code or harmful data into the App or any connected operating system);
- attempt to install or use the App on any jailbroken/rooted device. Jailbroken devices refer to any devices where software restrictions imposed by iOS, Apple's mobile operating system, are removed. Rooted devices refer to any device where is attained privileged control (known as root access) over various Android, Google's mobile operating system, versions;
- collect or harvest any information or data from the App or our systems or attempt to decipher any transmissions to or from the servers running any service;
- upload any content that is or may be considered violent, threatening, liable to incite racial hatred, in breach of confidence or privacy, discriminatory, defamatory, abusive, unlawful, pornographic, obscene, indecent, profane, or that may cause annoyance or inconvenience.

We may terminate your use of Toonie services, including this App if you use it for any illegal or immoral purpose if you use offensive, obscene, vulgar, blasphemous or slanderous terms concerning Toonie and its employees and/or representatives or commit a material or persistent breach of this Agreement.

If you leave Toonie, we'd suggest that for privacy/security purposes you remove the App from all your devices.

From time to time, we may update or modify the App:

- to reflect changes in relevant laws and regulatory requirements;
- to offer new services; and/or
- to implement minor technical adjustments and improvements.

We will inform you when upgrades are available for the App. Some of these upgrades may be compulsory if you're to continue using the App, and some older versions of the App may become obsolete or cease to be supported over time.

We will assume you've obtained permission from the owners of any devices you use but don't own, to download or install a copy of the App. Either or both of you may be charged by your service provider for Internet access on the devices.

By using the App, you're allowing us to collect and use technical information about the devices and related software, hardware and peripherals. This allows us to improve our products and to provide our services to you.

The Customer must adhere to this agreement when using the services provided by Toonie in the platform and are subject to this agreement

4. App availability

There are times when we may need to carry out planned maintenance on the App. When we do this, all or some of the features on your App might be unavailable for a period of time. Therefore, we will ensure that we give you an advance notice prior to the update.

In the event of unplanned maintenance (for example, a technical fault or system error), we'll make every effort to restore the services as quickly as possible.

We are not held responsible for any liabilities arising from the App being unavailable due to any technical issues that are beyond our control. This includes unavailability of connectivity and technical issues with your Device.

5. App analytics

To ensure we're offering you the best experience we can, we'll record events within the App, including page dwell time, time to complete processes, and how you use the App. This may also include the use of location data, connectivity type and technical device specifications. We do this to help with any problems we may encounter and monitor App usage and make improvements.

6. App Security

To access the App, you are required to create or be given security details such as the password. You are responsible for keeping your mobile device and security details safe and ensuring that no one else can access the App without your authorisation.

You must take all reasonable steps to avoid the loss, theft or misuse of your mobile device. Do not disclose any details about the Services to anyone except where necessary to authorise a Transaction.

If you suspect that the Wallet or security details have been compromised, you must notify us immediately. You must always keep your security details safe and not disclose them to anyone. Failure to comply with this may be treated as gross negligence and may affect your ability to claim any losses.

7. Approve Transactions

Where a Transaction shall be approved by the Individual, who could refuse such Transaction request, if the amount or the sender does not fit with the underlying purchase or for any other reason.

Once a Transaction is approved, its consent cannot be withdrawn.

8. Execution time of Transactions

All Transactions are executed in the local currency.

If you are the sender of the Transaction, we execute the Transaction by transferring the amount of the transfer to the receiver when the transfer is confirmed by the App.

If you are the receiver of the Transaction, we credit the transaction amount to your Wallet when the App confirms the transfer receipt.

9. Spending limits

We may impose limits on the amounts and volumes of Transactions that you are permitted to make using the Services. These limits are set out in the App.

10. Fees

Any fees or charges applicable for you using Third-Party Services and/or the Related Services, will be shown to you in the App.

Please refer to [Annex 2](#) for the list of charges applied for the Services that Toonie provides.

Fees applied to the User and the fee schedule are subject to change at any time and without notice, unless required by law.

Third-party Providers such as the Acquirer used for the wallet top-up via debit/credit card, and the external payment service provider used to top-up the wallet may charge fees related to the service, which will be charged to the User.

Toonie is not responsible for any fees charged by external institutions and the User will always receive in the Toonie Wallet the net amount received.

Any fees charged by third-parties will be deducted from your Wallet balance, therefore, if you do not have sufficient funds to cover the fees, your instructions will not be accepted or processed.

11. Communication

11.1. How you may contact us

You may contact us using the Contact Us function in the App. Alternatively, you may contact us by email support@toonieglobal.com or post at Toonie Customer Service at 7 Bell Yard, London, WC2A 2JR, United Kingdom

11.2. How we may contact you

We will typically contact you using the App. However, if necessary, we may contact you by email, via push notifications, social media or by phone call, using the details you provided in the App.

If those details change, you should inform us as soon as possible.

11.3. Language

This Agreement is written in English since the User has already granted its consent. Any communications related to this Agreement will be in English, and any translation into other languages is considered as a mere courtesy translation.

Where this Agreement, other terms and conditions or any notice or other document relating to this Agreement is provided in a language other than the English language, then the English language shall prevail if there is a conflict, provided that the language at the place of the User's residence or domicile may also be applied if mandatory applicable User-related provisions are concerned.

11.4. Copy of Agreement

On its execution date, this Agreement will be made available to you in a digital format. You can view and download this agreement in the app and the website.

Additionally, you can contact us to request a copy of this Agreement, which we will send to you by email free of charge.

12. Suspending the Services

We may suspend your use of the Services if we have reasonable concerns about the security of the services offered in the platform or suspect the Services are being used in a fraudulent, immoral or unauthorised manner or there is a material breach of your obligations under this agreement, as well as in case you have used offensive, obscene, vulgar, blasphemous or slanderous terms to Toonie and its employees and/or representatives. In that case, your access to the App and the use of the Services may be temporarily suspended.

We will notify you of any such suspension as soon as possible and of the reasons for the suspension unless to do so would compromise reasonable security measures or otherwise be unlawful.

We may lift the suspension and, where appropriate, issue new security details free of charge as soon as practicable should the reasons for the suspension cease to exist.

13. Liability

You are liable for all losses incurred in respect of the use of the Services, if:

- (i) you have acted fraudulently; or
- (ii) you have intentionally or with gross negligence failed to: (a) look after and use the security details in accordance with the Agreement.

The Company is not responsible for the safety, legality, quality or any other aspect of the goods and services purchased using the In App Services. Any complaints should be made directly between the Merchant and the Customer.

The Merchant may provide a refund to the Customer through the Service, the refund can only be made if there are sufficient tokens in the Merchant E-Wallet.

13.1. Investigation

If an investigation shows that any disputed Transaction was authorised by you or that you may have acted fraudulently or with gross negligence, you will be liable for the losses we suffer in connection with the Transaction including but not limited to the cost of the investigation.

13.2. Refusal

In certain circumstances we may refuse to complete a Transaction that you have authorised. These circumstances include:

- if we have reasonable concerns about the security of the Wallet or we suspect the Services are being used in a fraudulent or unauthorised manner;
- if there are insufficient tokens in the Wallet to cover the Transaction and all associated fees at the time that we receive notification of the transaction;
- if we have reasonable grounds to believe you are acting in breach of the Agreement; or
- if we are required to do so by law.

Unless it would be unlawful for us to do so, where we refuse to complete a Transaction for you, we may notify you as soon as reasonably practicable that it has been refused and the reasons for the refusal together, where relevant, with the procedure for correcting any factual errors that led to the refusal.

14. Cooling off

You shall have a period of 14 days to exercise your statutory right of withdrawal from this Agreement without penalty and without giving any reason. This period shall begin from the acceptance of this Agreement. It is understood that any Transaction carried out during the 14-day period is not affected by that withdrawal.

15. Variations

15.1. The Company may change the Terms and Conditions of this Agreement, including Fees and limits by providing the Customer with up to sixty (60) calendar days' notice by a written communication and will ensure the most recent version is always available on the Website or in the Customer dedicated area:

- a) to reflect the introduction or development of new systems, methods of operation, services or facilities;
- b) to reflect a change or an expected change in market conditions, general good practice or the cost of providing services to the merchant by the Company;
- c) to conform with or anticipate any changes in the law or taxation, any codes of practice or recommendations made by the relevant regulatory authorities;
- d) to take account of a ruling by a court, ombudsman, regulator or similar body;
- e) to rectify any mistake that might be discovered in due course.

15.2. The Company may make some changes to the Agreement immediately, without prior notice, if they:

- a) are required by law, or by a regulatory body within a certain timeframe;
- b) are favourable to the User, such as the introduction of a new feature which would benefit the User;
- c) relate to the addition of a new service or extra functionality of the Wallet, Dashboard or the Company Services and do not affect terms relating to the existing Services.

15.3. The User may terminate the Services at any time within fifteen (15) days from the new Terms and Conditions is applicable if the User does not agree with the changes to the Agreement. Otherwise, it will be deemed that the User has accepted the changes to the Agreement.

15.4. If any part of this Agreement is inconsistent with any regulatory requirements, then such part shall not apply but shall be treated as if it did reflect the relevant regulatory requirement.

15.5. Any delay or failure to exercise any right or remedy under this Agreement by the Company shall not be construed as a waiver of that right or remedy or preclude its exercise at any subsequent time.

16. Termination

16.1. Toonie may terminate this Agreement:

- a) at any time by giving thirty (30) days' prior written notice. Any available tokens balance in the Wallet will be converted and returned to the User;
- b) with immediate effect upon breach of this Agreement by the Individual or upon Toonie's reasonable belief that the Individual has used or intended to use the Services in a grossly negligent manner or for fraudulent or other unlawful purposes, or if the Individual refused to provide all information and documentation requested by Toonie and if the Individual has not complied with any of the obligations undertaken under this Agreement.

16.2. The Company may suspend the Services at any time with immediate effect and until the Individual default has been remedied if:

- a) the Individual has provided the Company with incorrect or false personal information
- b) a transaction has been declined for breaching this Agreement;
- c) the Company will advise the Individual of the suspension unless prevented to do so by law.

16.3. If the Main Wallet has a negative balance for three (3) consecutive months, the Company is entitled to close it immediately and terminate this Agreement.

16.4. The Individual may terminate the Agreement and close the Wallet at any time by giving thirty (30) days prior written notice to support@toonieglobal.com.

17. Duration

This Agreement is a framework contract of indefinite duration, unless terminated by either parties, subject to clause 16.

18. Redemption and expiry

You may redeem all or part of Toonie Tokens held in the Wallet at any time by following the instructions made available to you in the App. We will transfer your funds to your bank account. It is not possible to redeem your funds to a bank account that is not under your name.

19. Privacy Policy

With respect to our Privacy Policy, please refer to <https://www.toonieglobal.com/privacy-policy>

20. Complaints

20.1. Toonie takes all complaints seriously. In the first instance, the customer can contact the Company via:

a) Email: complaints@toonieglobal.com

b) Post: 7 Bell Yard, London, WC2A 2JR

20.2. If possible, the Individual should clearly indicate they are wishing to make a complaint. This helps the Company to distinguish a complaint from a mere query. To assist Toonie's review, the customer must provide the reason for the complaint and as much relevant information as possible.

20.3. The complaints procedure sets out the process for submitting and resolving any complaints. The Individual may request a copy of the complaints policy and procedure at any time by contacting customer services via the email complaints@toonieglobal.com or consulting the dedicated area of the Website.

20.4. A final response to the complaint, or a letter explaining why the final response has not been completed, will be sent to the Individual within three working days from the complaint. If the Company is unable to resolve your complaint within three working days from the day it is received, the Company will send to the Individual a prompt written acknowledgement to advise that the Company has received the complaint and they are dealing with it.

20.5. Toonie is committed to ensure that all complaints are fairly addressed. However, if the customer is not satisfied with the outcome, or if two months have passed and Toonie has been unable to respond, the following options are available.

a) additional information can be provided by the customer to support the complaint. If so, Toonie would welcome the opportunity to resolve the matter in full.

b) Alternatively, the Individual may choose to refer the complaint to the Financial Ombudsman Service for an impartial review

21. Intellectual Property Rights

All content included in our App (including all user-facing material, and all underlying material such as code, software and databases) and the copyright and other intellectual property rights in that content, unless specifically labelled otherwise, belongs to or has been licensed by us. All content is protected by applicable local and international intellectual property laws and treaties.

By Intellectual Property Rights, we mean all vested, contingent and future intellectual property rights including, but not limited to, copyright, trademarks, service marks, design rights (whether registered or unregistered), patents, know-how, trade secrets, inventions, set-up, database rights and any applications for the protection or registration of these rights and all renewals and extensions thereof existing in any part of the world whether now known or in the future created to which the Licensor may be entitled.

22. Website Links

We may provide links to other content such as websites, web apps and downloadable apps. Unless expressly stated, this content is not under our control, and we neither assume nor accept responsibility or liability for such third-party content. The provision of a link by us is for reference only and does not imply any endorsement of the linked content or those in control of it.

23. Force Majeure

We are not liable for any breach of the Agreement where the breach is due to abnormal and unforeseeable circumstances beyond our control, the consequences of which would have been unavoidable despite all effects to the contrary. Nor are we liable where the breach is due to our legal obligations.

24. Severance

If any term or provision in the Agreement shall be held to be illegal or unenforceable, in whole or in part, under any enactment or rule of law, such term or provision or part shall to that extent be deemed not to form part of the Agreement, but the validity and enforceability of the remainder of the Agreement shall not be affected.

25. Assignment

We may assign the receivables and the rights and obligations arising out of this Agreement to another company at any time by giving you prompt notice of this. If we do this, your rights will not be affected.

26. Governing law and jurisdiction

This Agreement (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

Any dispute, controversy, proceedings or claim between the Parties relating to this Agreement (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.

Annex 1

Available currencies

Currency	Definition
GBP	shall mean the lawful currency of the United Kingdom.
EUR	shall mean the lawful currency of Eurozone.
CHF	shall mean the lawful currency of Switzerland.
USD	shall mean the lawful currency of the United States

Toonie Token	Definition
tGBP	shall mean the token equivalent to the lawful currency of the United Kingdom, with a 1:1 value.
tEUR	shall mean the token equivalent to the lawful currency of Eurozone with a 1:1 value.
tCHF	shall mean the token equivalent to the lawful currency of Switzerland with a 1:1 value.
tUSD	shall mean the token equivalent to the lawful currency of the United States with a 1:1 value.

Annex 2

Applicable fees

Services	Applicable fees
App download	Free
Monthly fee	Free
Offer Redemption	Free
QR Scanner	Free
Wallet Deposit	Free *
In app transfer to other users	Free
In app transfer to merchant	Free

*The fee applicable will be charged in the currency of the relevant wallet. Depending on the sending bank and the sending Country, there may be charges applied by banks or payment providers external and internal to this agreement that will be paid by the user and will be deducted in the purchase and sell of the token. Toonie does not have to ask the user for any confirmation in deducting and then charging the user for these costs.

Bank transfer (wallet deposits, wallet withdrawals)

	CHF	EUR	GBP	USD
Local payment (withdrawal)	Max (1, 0.4+amount*0.003)	Max (1, 0.4+amount*0.003)	Max (1, 0.4+amount*0.003)	Max (1, 0.4+amount*0.003)
SWIFT Payments (withdrawal)	(25+amount*0.003)	(25+amount*0.003)	(25+amount*0.003)	(25+amount*0.003)
Local payment (deposit)	Free*	Free*	Free*	Free*
SWIFT Payments (withdrawal)	Free*	Free*	Free*	Free*

* Charges may be applied by your payment provider used to top up your wallet; Toonie does not charge any fees on deposits.

Acquiring (deposits)

	CHF	EUR	GBP	USD
PayPal Deposit	Free + Acquiring Fee*	Free + Acquiring Fee*	Free + Acquiring Fee*	Free + Acquiring Fee*
Debit/Credit deposit	Free + Acquiring Fee*	Free + Acquiring Fee*	Free + Acquiring Fee	Free + Acquiring Fee

*Charges may be applied by the acquiring provider. These charges will be paid by the customer who will receive the net amount on the wallet. Toonie does not apply any fees on acquiring deposits.
