

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 Deposit: the service that enables the User to deposit cash in the wallet via a Toonie approved Merchant.

ATM Withdraw: the service that enables the User to withdraw cash from the wallet via a Toonie approved Merchant.

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

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 Electronic Money 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 Electronic Money 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 sells the Electronic Money.

EXAU Gold: is a gold asset-backed Digital Asset, EXAU is 100% backed by 24k LBMA certified physical gold.

Exchange: the service that enables the User to make conversions between currencies and purchase Electronic Money.

Fee: any fee payable by the Customer to Toonie, as set out on the Website and/or in [Annex 3](#) of the present Agreement as amended from time to time.

FX Payment: a 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.

LBMA: means the London Bullion Market Association.

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.

Pay-with-Toonie: the option for Individuals to be able to pay on a Merchant's website using their Toonie wallet.

P2P: internal Toonie transaction between Wallets of Individual Users.

Redemption: means allowing the User to convert Toonie Electronic Money 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 Electronic Money 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.

STREAM Rewards: Digital Asset rewards

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 Digital Asset: a digital representation of a particular asset or utility, listed in [Annex 2](#).

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

Top-up/Deposit: The means by which a Toonie User adds money to their wallet.

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 Electronic Money.

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, Electronic Money, online payments, online transfers and/or platforms shall be made to the relevant definition section as

contained in the T&Cs 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 services

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 Debit/Prepaid 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 listed in this agreement.

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 Electronic Money; (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 Toonie Electronic Money into the wallets once the application has been approved for “**Top-Up**”. The methods available to the User are listed in the

deposit section of each wallet. The wallet provider on its own discretion may add or remove wallet deposit methods available for the Users in the App.

The User can top-up the Toonie wallets with the methods currently available in the App, as listed below:

Bank transfer:

- The User can deposit funds into the wallet from another account held with an authorised payment service provider.
- The account holder of the payer account must be the same as the wallet holder in Toonie.
- The Individual must use the “**Reference**” provided in the App for the Electronic Money to be correctly allocated in the wallet.

Debit/Prepaid card:

- The User can deposit funds in the wallet by using a Debit/Prepaid card.
- The card holder of the card used for the top-up must be the same as the wallet holder in Toonie.
- Toonie does not accept Credit card wallet deposits.

ATM Deposit:

- The User can deposit cash into the wallet at the counter at any Toonie Merchant enabled to offer this service.
- The currency of the cash deposit must be in the same local currency of the Merchant. Or another currency that is supported by Toonie.
- Cash deposits in a currency other than the Merchant local currency will be subject to the Merchant’s approval.
- The cash top-up is only available to Users with Full KYC enabled.

Funds received into the wallet from external third-parties will be returned to the sender account.

Fees might be applied for the provision of the top-up service, please refer to [Annex 3 for more details](#).

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. Electronic Money deposited in

the wallet are made available no later than the following business day after the relevant purchase. For all subsequent Top-Up transactions, Electronic Money are made available on the Wallet upon the successful completion of the transfer.

You will also have the possibility to deposit Electronic Money 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 3](#).

1.3.1 Top-Up Limits

The deposits are subject to a daily and monthly limit imposed by the E-wallet provider. Upon successful registration, a top-up limit of 300 Electronic Money 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
Debit/Prepaid Cards	300	3000
External Payment account	N/A	N/A
Cash top-up	150	500

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 Electronic Money are a type of product that cannot be chargeback disputed when the wallet is topped-up by a Debit/Prepaid 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 Electronic Money in order to be deposited to the E-Wallet, no card payments are made in the Toonie app to redeem an offer. Once the card transaction is settled and the amount has been used to purchase the Electronic

Money to be credited to the E-wallet, the User will be able to use the E-wallet services as listed in section 1 above.

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 e-money Withdrawals

The Individual can convert all or part of the Toonie Electronic Money available in the wallet into fiat currency and redeem the available balance with the methods available in the App.

Bank transfer

- From the withdrawal function in the wallet, the User can create a payment method to link an external bank account.
- The holder of the external account must be the same as the Toonie wallet holder.
- Bank transfers will take from 2 to 5 working days to reach the external account.

ATM Withdrawal

- The User can withdraw cash from the wallet at any authorised Toonie Merchant.
- Cash withdraw services are limited to Users with Full KYC enabled.
- Limits are imposed on the cash withdraw as shown in the table below:

Withdraw method	Transaction limit	Daily limit	Monthly limit
Cash	150	150	500

Fees might be applied for the provision of the top-up service, please refer [to Annex 4 for more details.](#)

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:

- 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 unauthorised, 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 Pay-with-toonie

Pay with Toonie is the checkout service that enable Merchants' customers to pay for the products/services purchased on the merchant's website or E-commerce platform. The checkout service is available through the following methods:

- Toonie payment: the option to pay via a QR Code with the Toonie App for Merchant's products or services sold on their website, using the Toonie App.

1.6 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 Electronic Money and Electronic Money 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.

1.7 Exchange Services

1.7.1 The Exchange section allows the User to execute FX conversions between the available Toonie Electronic Money 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.

1.7.1.1 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.

1.7.2 Third-party Digital Asset Purchase

The Digital Asset available for purchase within the App, [listed in Annex 2](#), are issued by third parties. Prior to committing to any Digital Asset 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 Digital Asset Issuer. The risk disclaimer and the T&C for each Digital Asset are accessible for review in the App and on our website www.toonieglobal.com. The User will not be able to proceed with the purchase of Digital Asset unless the risk disclaimer has been read and accepted.

The third-party Digital Asset Issuers may impose restrictions, and the User will be notified in the App of any changes.

Each Digital Asset will have its own restrictions within the Toonie App. Each section of a specific Digital Asset will list the limits for each.

When the purchase of the Digital Asset is completed, a new wallet will be opened automatically to store the value of the Electronic Money, and you will be able to view the balance of the wallet at any time within the App.

Toonie only facilitates the purchase of the Electronic Money by providing the Exchange service.

The Electronic Money available for purchase in the App, [listed in Annex 2](#), are subject to the rules and legalities of the external company that issued the Digital Asset (the Issuer). Certain third-party Electronic Money may have promotion rewards.

1.7.2.1 EXAU Gold

EXAU Gold is backed by 24k LBMA certified physical gold. The physical gold is held in custody in Switzerland by a third-party provider. EXAU is issued by Ephelia Capital Sagl. Ephelia Capital is a company registered in Switzerland with registration number CHE-207.690.381. Ephelia Capital is an asset manager authorised and regulated by Swiss Financial Market Supervisory Authority FINMA.

Toonie is not the EXAU Gold Issuer. Toonie only facilitates the purchase of EXAU by making it available in the exchange section. Toonie Users should visit the website at this link <https://www.exaugold.io/> for further information on EXAU structure and features.

1.7.2.1.1 Limits and Redemptions

Toonie and Ephelia Capital at their own discretion, may limit the purchase and redemption of the EXAU Gold, any applicable limits will be shown in the app before committing to any purchase or redemption.

Toonie Users may redeem EXAU issued by Ephelia Capital. The minimum amount to redeem is one troy ounce. To redeem EXAU, tap on the Redeem button in the App, and this will submit a request. A representative from EXAU will contact you to discuss your options.

Once EXAU has been issued and delivered to the Toonie User by Ephelia Capital, the equivalent value held of EXAU in the wallet balance in Toonie will be deducted.

1.7.2.1.2 EXAU Value

EXAU represents physical gold. The value is tied directly to the real-time market value of the physical gold. EXAU value shown in the App includes the margin applied by Ephelia Capital and any other applicable costs applied by third-party providers.

1.7.2.2 STREAM

STREAM Rewards are issued the Streamable Trust Foundation. Further information on STREAM and the project can be found on this website:

<https://streamablefinance.com/>

Toonie is not the STREAM issuer and only allows the storage of STREAM on the Toonie App.

Each user that pays transaction and withdrawal fees in Euro on Toonie will receive up to 20% cashback in STREAM, stored on a STREAM wallet in the Toonie App.

The cashback percentage above can be changed by Toonie at its discretion and without notice.

1.7.2.2.1 Limitations

The functionality of STREAM within Toonie is currently “Gift and Hold”. “Gift and Hold” means the user will receive as a reward the STREAM as cashback for the Euro fees paid in Toonie but will not be able to spend or exchange.

The user will not receive any cashback on fees paid in Toonie that are not in Euro.

1.8. 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 Electronic Money 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 Electronic Money 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.
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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 3](#) 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/Prepaid 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 Electronic Money 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 Electronic Money 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 Electronic Money 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 Electronic Money 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.toonieglob.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@toonieglob.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@toonieglob.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

Annex 2

Available Digital Assets

EXAU (EXAU Gold)
STREAM

Annex 3

Applicable fees

Services	Applicable fees
App download	Free
Monthly maintenance fee	Free
Offer Redemption	Free
QR Scanner	Free
Wallet Deposits	(See tables below)
In app transfer to other users	Free
In app transfer to merchant	Free

The fees 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. 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 bank transfer deposits.

ATM deposits and withdrawals

	CHF	EUR	GBP	USD
Cash withdrawals	CHF 2.00	€2.00	£2.00	\$2.00
Cash Deposits	CHF 2.00	€2.00	£2.00	\$2.00

Acquiring (deposits)

	CHF	EUR	GBP	USD
PayPal Deposit	Free + Acquiring Fee*	Free + Acquiring Fee*	Free + Acquiring Fee*	Free + Acquiring Fee*
Debit/Prepaid card deposit	2% + 0.25	2% + 0.25	2% + 0.25	2% + 0.25

*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.