

General Terms and Conditions for the use of UBS Prepaid Cards

These General Terms and Conditions ("GTC") govern the legal relationship between UBS Switzerland AG ("UBS") and the holder¹ ("cardholder") of UBS Visa and/or UBS Mastercard Prepaid Cards ("card"). Additionally, product- and service-specific provisions apply.

1 Card relationship and notifications

1.1 Upon acceptance of the card application by UBS, the cardholder will receive the card applied for and the associated PIN. The card and/or the PIN applied for may also be issued solely virtually or digitally and may be displayed in an environment specified by UBS or by any other means agreed upon with UBS. Should UBS decide to deliver the above mentioned documents and cards by courier, UBS is authorized to forward all data entered in connection with the courier delivery (in particular, the sender and recipient data of the delivery and the phone number) to a third-party courier service. The respective data protection provisions and declarations of the third-party provider apply to this data. The location of data processing by the third-party provider may differ from the country of departure and/or destination of the delivery. Data disclosed abroad is subject to the legal provisions of the respective country, e.g., with regard to access by foreign authorities. **For the purposes described in this section (1.1), the cardholder releases UBS from its obligation of banking secrecy.**

1.2 By signing the card (section 7.1) and/or by using it, the cardholder again confirms acknowledgement of the GTC and their contents.

1.3 Each card issued remains the property of UBS.

1.4 A card can only be issued and used if the cardholder has a UBS account in the cardholder's name.

1.5 **Notifications from UBS shall be deemed to have been delivered to the cardholder if they were sent to cardholder at the last delivery address provided by them or if they can be retrieved electronically by the cardholder, provided electronic delivery has been agreed upon.** Special delivery agreements remain reserved.

1.6 The cardholder must keep UBS updated of their information provided to UBS, e.g., name and address.

2 Use of the card and authorization of transactions

2.1 Transactions may be authorized as follows with merchants and service providers ("merchants") worldwide, subject to the card balance and cash withdrawal limit:

2.1.1 in the case of card payments on site or cash withdrawal from the machine or bank counter: by entering the PIN, by signing the sales receipt or by simply using the card (e.g., at tollbooths, in car parks or when making contactless payments) or by specifying the card number, the expiration date and (if requested) the security code (CVV, CVC) or the name as it appears on the card or by any other means specified by UBS or agreed with UBS;

2.1.2 in the case of distance payments (via internet, by telephone or correspondence): by giving the cardholder's name as it appears on the card, the card number, the expiration date, and (if requested) the security code (CVV, CVC). Additionally, when authorizing online, a password may need to be entered and authorization may need to be granted via Access App or by any other means specified by UBS or agreed upon with UBS;

2.1.3 in the case of payment for goods or services through channels other than the ones specified above (e.g., mobile payment or digital wallet solutions): in accordance with separate terms of use or by any other means specified by UBS or agreed upon with UBS;

2.1.4 within the framework of tokenization technology, the card number and the expiration date can be replaced by a token which is used to process the payment;

2.1.5 in the case of updating services, the automatic update of the expiration date is reserved (please refer to section 15).

2.2 The cardholder acknowledges all transactions authorized in accordance with section 2.1 and the resulting claims of merchants respectively. At the same time, they irrevocably instruct UBS to automatically settle the claims of merchants.

2.3 The cardholder undertakes to use their card only within the scope of the available credit balance. The use of the card for illegal purposes is prohibited.

2.4 UBS may at any time modify the options for using the card (see section 2.1). The card balance is equivalent to the amount paid minus any costs, fees, commissions and transactions already made. If the card is to be renewed or replaced, the available card balance on the old card will be transferred to the new card following deduction of any applicable costs, fees and commissions. The card balance is shown on the card statement and in UBS Digital Banking and can be queried from Customer Services. The maximum card balance is determined by UBS and may be modified at any time.

3 Costs, fees and commissions

3.1 Costs, fees and commissions ("costs") may be charged in connection with the card and its use. These costs are disclosed together with the card application and/or in an appropriate manner and can be queried at any time from Customer Services and accessed online at **ubs.com/cards**. Furthermore, UBS may pass on third-party costs and expenses incurred by the cardholder.

3.2 Amendments to costs due to changing market conditions or by way of adjustments to the fee schedules / product information sheets are possible at any time. They will be announced in an appropriate manner. Upon notification and in the event of objection, the cardholder may terminate the card with immediate effect.

3.3 For transactions in a different currency than the card currency, a processing fee may be added to the applied exchange rate. UBS also applies a surcharge to the exchange rate determined by the market counterparty, which is included in the exchange rate. A processing fee can also be applied to card payments made abroad in Swiss francs. The processing fee amount and the exchange rate surcharge can be viewed at **ubs.com/cards** and queried from Customer Services.

3.4 As the card issuer, UBS receives a so-called interchange fee for every card-based transaction from the acquirer (the company that enters into contracts with merchants regarding the acceptance of prepaid cards as a means of payment). Inter alia, the interchange fee is used to cover the current costs, especially the costs for the transaction processing, insofar as these are not already covered by the costs pursuant to section 3.1. The current interchange fee can be viewed at **ubs.com/interchange** and queried from Customer Services. The interchange fee is subject to change at any time. In 2023, the fee was between 0.35% and 0.6% in Switzerland and between 0.3% and 1.6% abroad. UBS pays card organizations a fee for using the payment card system. UBS can receive monetary contributions from them in return for sales promotion, which reduce UBS's costs for the use of the payment card system. Certain card organizations also grant UBS non-monetary benefits. These usually take the form of free marketing campaigns, analyses, market research or support in the implementation and launch of new products. The sales promotion contributions can be between 0% and 0.4% of the respective transaction amount. These fees and monetary contributions may lead to conflicts of interest on the part of UBS. UBS has taken appropriate organizational measures to minimize

¹ The singular form also includes the plural, and all masculine terms referring to persons refer to persons of both genders.

any associated risks resulting from conflicts of interest. The cardholder agrees that UBS retains all fees and monetary contributions for sales promotions received from third parties and herewith expressly waives their right to receive these fees and contributions for sales promotions. The cardholder acknowledges that this arrangement may deviate from the statutory right to claim for restitution according to art. 400 para. 1 of the Swiss Code of Obligations and/or any other statutory provision with similar content.

4 Statements, payment and repayment methods

4.1 The cardholder will receive a monthly card statement showing all transactions authorized in accordance with section 2.1, as well as the costs owed pursuant to section 3 and the current card balance, provided that transactions have been made or costs are owed.

4.2 The cardholder must settle any negative balance by the payment date indicated on the card statement using a payment method accepted by UBS.

4.3 If the negative balance remains despite a request made by UBS, UBS may demand immediate payment of the outstanding amount (including costs pursuant to section 3) and block the card. Any reminder and collection fees shall be borne by the cardholder. Furthermore, UBS reserves the right to offset any negative balance against a credit balance on another account held in the cardholder's name at UBS.

4.4 The cardholder may submit a written request to Customer Services for a positive card balance minus any costs to be refunded. Refunds will only be made to a Swiss post office account or bank account.

5 Means of access

5.1 UBS provides the cardholder with **personal means of access**, e.g., Access App, PIN, single-use confirmation and activation code (so-called means of authentication, "means of access"), which may only be used for their intended purpose. UBS may substitute or modify the personal means of access at any time. **UBS is authorized to send the cardholder single-use confirmation and activation codes to the mobile number provided by them for this purpose**, which could allow third parties such as network and service providers to conclude that there is a banking relationship and may lead to the disclosure of bank client information or single-use confirmation and activation codes.

5.2 **Any person who successfully identifies themselves with the personal means of access will be deemed to be authorized to give UBS binding instructions.** UBS shall perform the identity check with the appropriate standard of care and diligence customary in the business. As a result, incoming instructions will be deemed given by the cardholder. UBS will be deemed to have duly performed if it complies with these instructions in the course of usual business.

6 UBS Digital Banking

6.1 If the cardholder uses digital services (UBS Digital Banking), the provisions under this section 6 shall apply. UBS Digital Banking and the functions offered can be accessed after the cardholder has successfully proven access authorization to UBS using a personal means of access. **Any additional agreements for the use of UBS Digital Banking may be submitted to the cardholder in electronic form after the cardholder has successfully proven access authorization. Agreements concluded electronically are considered to have the same effect as agreements signed by hand.**

6.2 The use of UBS Digital Banking is associated with certain risks due to, among other things, the downloading, installation and/or use of apps and related connections to third parties (e.g., providers of sales platforms, network operators, device manufacturers) or the possibility of using unencrypted communication channels (e.g., text messages), including: (1) disclosure of the banking relationship to third parties, thereby compromising banking secrecy; (2) changes to or falsification of information (e.g., spoofing); (3) system interruptions, security-related limitations and unauthorized removal of user restrictions on the end device and other disruptions that may make it impossible to use the service; (4) misuse resulting from manipulation by malware or unauthorized use in the event of loss of the device.

6.3 By using UBS Digital Banking, the cardholder accepts, without limitation, the risks specified above and any separate terms of use.

7 Duty of care

In particular, the cardholder shall exercise the following duties of care:

7.1 If the card has a signature field, the cardholder shall sign the card immediately after receipt in the area provided for this purpose.

7.2 **The cardholder shall keep the means of access and the card with care and separate from each other. Neither the card nor the means of access may be sent, passed on or made accessible to third parties in other ways** (e.g., by entering the PIN without protection or by entering the SMS confirmation and activation code for mobile payment or digital wallet solutions (Apple Pay, etc.) outside of the wallet app provided for this purpose). Means of access shall not be noted on the card or saved electronically without encryption, not even in modified form, and shall not be easily ascertainable, e.g., no telephone numbers, dates of birth, car license numbers etc. If there is reason to assume that another person is aware of the means of access, the cardholder shall change them immediately.

7.3 The cardholder must always know where the card is and regularly ensure that it is still in their possession. If there is reason to assume that an unauthorized person has gained possession of the card, it must be recovered immediately. **If loss, theft, confiscation or misuse of the card has occurred or is suspected, the cardholder shall immediately (regardless of any time difference) block the card or have it blocked by Customer Services.** Furthermore, if it is suspected that criminal offenses have been committed, the cardholder shall immediately report this to the local police in Switzerland or abroad and take all reasonable steps to assist in clearing up the matter and minimizing the loss or damage incurred.

7.4 Card statements must be checked immediately upon receipt, ideally against the retained sales and transaction receipts. If the cardholder wishes to object to any **discrepancies**, in particular debits resulting from **misuse of the card**, they **must report this to Customer Services immediately** upon receipt of the card statement, **but in any case no later than within 30 days** of the card statement date, via the digital self-service provided for this purpose or in writing to the address of UBS (date of postmark). If the complaint is not submitted in time, this may result in the cardholder violating their obligation to minimize losses and being held responsible for the resulting losses.

7.5 If the card is blocked or terminated, the cardholder must inform all providers of mobile payment as well as digital wallet solutions and all merchants that are paid using the card or where the card credentials are stored for recurring services or preauthorized payments (e.g., online services, subscriptions, memberships or ticket apps) or for bookings/reservations (e.g., for rental cars, overnight hotel stays) of the blocking or termination of the card.

7.6 Expired, terminated or blocked cards shall immediately be rendered unusable.

7.7 If the cardholder does not receive a new card at least 15 days before the expiry of the preceding card, the cardholder must report this to Customer Services immediately.

8 Responsibility and liability

8.1 **The cardholder is liable for all liabilities arising from the use of the card.** Any disputes relating to discrepancies and complaints about goods or services and any resulting claims must be settled directly by the cardholder with the respective merchant. When returning goods, a credit confirmation must be requested from the merchant; when canceling a transaction, a confirmation of cancellation must be requested.

8.2 As a matter of principle, the cardholder is liable for any risks resulting from misuse of the card. **In any case**, the cardholder is liable for all transactions authorized **using a means of access**. In all other cases, where a complaint is filed within the stipulated period (section 7.4), UBS will assume responsibility for loss or damage resulting from misuse of the card by third parties, provided the cardholder has in all respects complied with these GTC (see especially section 7) and to the extent that they are not otherwise at fault. In this context, persons re-

lated to or otherwise associated with the cardholder, e.g., partners, authorized agents and persons living in the same household, will not be deemed to be third parties. **Until the card is blocked, the cardholder is responsible for all transactions authorized in accordance with section 2.1.**

8.3 Any loss or damage resulting from the forwarding of the card and/or means of access shall be borne by the cardholder.

8.4 Loss or damage incurred by the cardholder in connection with the possession or use of their card shall be borne solely by the cardholder. UBS assumes no liability if a merchant refuses to accept the card as a means of payment or if the card cannot be used due to a technical defect or because it has been terminated, blocked or the cash withdrawal limit has been adjusted. Moreover, UBS assumes no liability if the card cannot be used on a machine or is damaged or rendered useless due to such use.

8.5 Notwithstanding any blocking / termination of the card, UBS may charge the cardholder for all amounts relating to recurring services (section 7.5).

8.6 UBS does not assume any liability for any benefits or additional services made available with the card or for loss or damage covered by an insurance policy or other service providers.

9 Card renewal

9.1 The card and the associated benefits and services shall expire at the end of the month printed on the card. A new card will be delivered to the cardholder in due time unless the contractual relationship has been terminated.

9.2 If the cardholder does not wish to renew their card, UBS must be notified in writing at least two months before the expiry of the card. Failing which, the card fee (e.g., annual fee) for the card in question will be charged to the cardholder.

10 Card blocking and termination of contractual relationship

10.1 The cardholder or UBS may, at any time and without giving reasons, arrange for the card to be blocked or for the contractual relationship to be terminated.

10.2 Upon termination, all outstanding amounts shall be due for payment. The cardholder is not entitled to a pro-rata refund of the card fee (e.g., annual fee).

11 Outsourcing of business areas and services

UBS may outsource business areas and services to group companies and third parties in Switzerland and abroad. The group companies responsible for processing the card business have the same right to outsource. This right, in particular, includes the processing of the card business, documentation, card printing, invoicing, collection, compliance, data management, IT as well as back- and middle-office services, which may be outsourced in whole or in part. When outsourcing, it may be necessary to transmit contract and transaction data ("card data") to group internal or external service providers and for service providers to make use of other service providers. All service providers are subject to non-disclosure provisions in this regard. **Unless otherwise stated in these GTC, where a service provider is based abroad, UBS or the group companies engaged by UBS will only transmit data that cannot be used to identify the cardholder.**

12 Data privacy notice

Information on how UBS processes personal data can be found in the privacy notice of UBS. The cardholder may view the data privacy notice at ubs.com/data-privacy-notice-switzerland or request a copy of the data privacy notice from UBS Customer Services.

13 Data processing for business purposes

The cardholder authorizes UBS to share card data for business purposes with group companies in Switzerland. In particular, data will be disclosed for the purpose of effecting comprehensive and efficient customer care, and for providing information regarding the service offering of group companies. **For the purposes described in this section (13), the cardholder releases UBS from its obligation of**

banking secrecy. UBS will ensure that the recipients of card data are bound to observe corresponding banking secrecy and data protection obligations.

14 Transaction processing and fraud prevention

14.1 Through the use of the card, the international card organizations (e.g., Visa and Mastercard) and their contractors responsible for processing card transactions on their behalf will be informed of the respective transaction data (e.g., card and transaction reference number, transaction amount and date, information about the merchant). In certain cases (e.g., purchase of airline tickets, hotel bills, car rental), they will also be provided with additional pieces of information, such as the name of the cardholder or the name of the person for whom the transaction was executed. Moreover, the cardholder accepts that **merchants in Switzerland will also forward transaction data via the global Visa or Mastercard networks to the card issuer UBS and the group companies responsible for the processing and other third parties.**

14.2 Data transmitted to international card organizations and accessible to them can be used by them for their own purposes and in accordance with their own regulations and data privacy notices (see visa.com and mastercard.com) in Switzerland and abroad.

14.3 In the case of **distance payments** via the internet, the merchant may also forward data such as the card number, time of purchase, transaction amount, last name and first name, telephone number and email address, billing and delivery address of the buyer or service recipient, as well as the device ID and IP address from which the payment was triggered, via the global networks of Visa or Mastercard to UBS or to the group companies and third parties in Switzerland and abroad which are responsible for the processing. **UBS, as well as group companies and third parties in Switzerland and abroad engaged by UBS, process this data for the purposes of compliance and risk management, in particular for approving transactions as well as the analysis of fraud patterns.**

14.4 UBS is further authorized to send security notifications (e.g., fraud warnings) to the mobile phone number provided by the cardholder, via SMS or push message to end devices connected to the UBS Mobile Banking App. The cardholder acknowledges that, in the case of electronic communication channels (in particular, emails and SMS), **third parties such as network and service providers may be able to conclude that a banking relationship exists which may lead to the disclosure of bank client information contained therein.**

14.5 Should there be an **objection to a transaction**, UBS is authorized to forward all personal cardholder information, as provided by them for this purpose (e.g., card number, contact data, documented evidence, transaction information), **to the international card organizations and their contractors.** These recipients may also be located abroad. UBS is additionally authorized **to file a report with law enforcement authorities** in the context of objections and to make documents, electronic data recordings as well as other information and knowledge relating to this objection available to such law enforcement authorities.

14.6 Data disclosed abroad is subject to the legal provisions of the respective country, e.g., with regard to access by foreign authorities. **For the purposes described in this section 14, the cardholder releases UBS from its obligation of banking secrecy.**

15 Updating services

15.1 The international card organizations offer updating services. The function of these services is to provide updates regarding the card expiration date to participating merchants and providers of mobile payment and digital wallet solutions. This is to ensure, for example, that payments for recurring services and with mobile payment solutions or preauthorized payments (such as for online services, subscriptions or ticket apps) can be made automatically after the card expiration date has been updated. **The cardholder agrees that UBS may transfer the card number and expiration date of their card to the international card organizations for the purpose of performing update services and for the purposes set forth in the relevant form at ubs.com. For the purposes described in this section (15.1), the cardholder releases UBS from its obligation of banking secrecy.**

15.2 The international card organizations are entitled to involve additional service providers. The international card organizations and the additional data processors process this data in Switzerland and abroad (including countries which may not have adequate data protection). However, appropriate measures are always taken to protect customer data, and the service providers are obligated to ensure appropriate data protection. Data disclosed abroad is subject to the legal provisions of the respective country, e.g., with regard to access by foreign authorities.

In particular, the international card organizations forward the card number and the updated expiration date via their global networks to merchants and providers of mobile payment and digital wallet solutions who support such an updating service, and to other entities involved in the updating services (such as acquirers).

15.3 UBS offers the cardholder the possibility to opt out of participating in updating services. The cardholder may at any time declare that they wish to opt out by sending the corresponding form, which can be found at ubs.com, to Customer Services.

16 Modifications of conditions and other provisions

16.1 In justified cases, UBS may amend the GTC and the product- and service-specific provisions at any time. UBS shall communicate such amendments in advance and in an appropriate manner. The amendments will be deemed to have been accepted by the cardholder

unless an objection is raised in writing within one month of notification, but in any event when the card is first used. In the event of an objection, the cardholder shall be free to terminate the card relationship with immediate effect before the amendments become effective. Special agreements remain reserved. If the cardholder has access to UBS Digital Banking, amendments and modifications to this agreement may also be communicated exclusively in electronic form.

16.2 UBS is authorized to assign all claims against the cardholder to third parties at any time.

16.3 The cardholder agrees that UBS may disclose card data in Switzerland and abroad for the purpose of complying with statutory or regulatory disclosure obligations and for protecting legitimate interests (e.g., in the course of recovery proceedings). Data disclosed abroad is subject to the legal provisions of the respective country, e.g., with regard to access by foreign authorities. **For the purposes described in this section (16.3), the cardholder releases UBS from its obligation of banking secrecy.**

17 Applicable law and place of jurisdiction

This agreement is governed by and construed in accordance with substantive Swiss law. Subject to mandatory jurisdictions provided by law, the exclusive place of jurisdiction for all legal proceedings is Zurich or the location of the branch holding the account. This shall also be the place of performance and the place of debt collection for cardholders domiciled abroad.