

Zero Account and Zero Debit Mastercard Terms and Conditions

Version: 1.0

Last updated on 7th November 2024

IMPORTANT INFORMATION: Please read this Agreement carefully before requesting an Account and a Card. This Agreement becomes effective and binding on you when you click to accept it when you apply for an Account and a Card. This Agreement will continue until either you or we end it, in accordance with the terms set out below.

This Agreement includes the Fee & Limits Schedule at the end of this document and constitutes a binding agreement between you and Transact Payments Limited.

Fees & Limits Schedule

Account Fees

Fee Type	Fees (GBP)
Monthly Fee	£0
Inactivity Fee	£0
Redemption Fee	£0

Card Fees

Fee Type	Fees (GBP)
Monthly Fee	£0
Inactivity Fee	£0
FX Fee above Mastercard rate	0.00%

LIMITS

Card Limits

Limit Type	Frequency	Value
Max. Number POS (#)	1 day	100
Max. Single transaction POS (£)	1 day	£4250
Max. Daily transaction POS (£)	1 day	£10,000

Max. Annual transaction POS (£)	365 days	£100,000
Max. 4-day transaction POS (£)	4 days	£25,000
Max. Daily ATM Withdrawals (#)	1 day	4
Max. 4-day ATM Withdrawals (#)	4 days	4
Max. Value ATM Withdrawal (£)	1 day	£500
Max. Value ATM Withdrawal (£)	4 days	£1,000

1. Definitions & Interpretation:

Account Information Service Provider A third-party payment service provider which is authorised by a financial regulator to provide online account information services and which, if you allow it, will be able to access certain online account information in the Account, such as the payments you make and receive.

Zero App The mobile application provided by Zero that allows you to access the Account and take actions, such as making payments, viewing your Transaction history, blocking the Card and raising queries with Customer Services.

Applicable Law any law (including but not limited to, any local law of the jurisdictions into which the Account and/or Card are provided and the Program is operated), statute, statutory instrument, act, regulation, rule, order, supervisory guidance, policy, instruction or requirement stipulated by an applicable Regulatory Authority, or interpretation published by any Regulatory Authority, any order issued by a court which has jurisdiction over you, us or Zero, or any rule or requirement set by Mastercard related to the Card or Account and/or any of the services to be provided under this Agreement or such other rule that we consider to be valid and as amended from time to time.

Available

Balance The value of unspent funds loaded onto the Account and available for you to use.

Business Day Monday to Friday, 9am to 5pm, excluding bank and public holidays in United Kingdom .

Card Any virtual or physical Card which we issue to you in accordance with this Agreement.

Card Transaction Using the Card to make (i) a payment, or a purchase of goods or services from a Retailer where you pay (in full or in part) with the Card, including where you pay over the internet, by phone or mail order or (ii) a cash withdrawal from an ATM or bank using the Card.

CHAPS	the Clearing House Automated Payment System, a service which allows organisations to make same-day payments to an account within the UK, within the CHAPS operating days and times.
Customer Services	The contact centre for dealing with queries about the Account and Card. You can contact Customer Services by: <ul style="list-style-type: none"> i. calling 029 2271 2242 (your network provider may charge a fee for calling this number); ii. e-mailing help@zero.co.uk from the email address registered to the Zero App; and iii. using in-app live chat functionality.
Direct Debit	a payment collected via the UK Direct Debit scheme from or to your Account.
Expiry Date	For Physical Cards: the expiry date shown on the Card. For Virtual Cards: the expiry date can be found within the Zero app.
Faster Payments	A service which allows you to make and receive electronic payments in the UK. The payment is received by the recipient organisation or bank within 2 hours, as long as the receiving organisation or bank is part of the Faster Payments Scheme.
Fee	Any fee payable by you as referenced in the Fees & Limits Schedule.
Fee Schedule	The schedule contained in this Agreement.
KYC	Means “Know Your Customer” and refers to the ways in which we are required to check your Personal Details and verify your identity.
Mastercard	Mastercard Europe sprl, the payment network applicable to the Card.
Payment Initiation Services Provider	A third-party payment service provider which is authorised by a financial regulator to provide an online service to make a payment from your Account at your request.
Personal Details/Personal Data	The registered personal identity details that are collected from you relating to your use of the Account, Card and Zero App including (but not limited to) your: name, date of birth, home address, email address and telephone (landline and/or mobile) number. Full details of the Personal Data which we process are set out in our Privacy Policy.
Physical Card	A physical/plastic Card that you can use to carry out Transactions.

PIN	Personal Identification Number; that is, the security number which we give to you to use with the Card
Program	The marketing, processing, administration, supervision, maintenance, servicing, authorisation or usage of the Card and Account and any other payment services established in accordance with this Agreement.
Program Manager, Zero	Zero Fintech Limited, incorporated and registered in England and Wales with company number 13818217 and registered office at C/O Regus, 5 th Floor 1 Capital Quarter, Tyndall Street, Cardiff, United Kingdom, CF10 4BZ. Zero is the Program Manager for this Program.
Regulatory Authority	Mastercard and/or any regulator or agency (for example, the Gibraltar Financial Services Commission, which is the body which grants our e-money licence and supervises our actions) which has authority over us or Zero in relation to the Card, Account, Program or any services provided under this Agreement.
Retailer	A retailer or any other person which accepts e-money.
Third-Party Provider/TPP	An Account Information Service Provider or a Payment Initiation Service Provider.
Transaction	Any debit, credit or adjustment to a Account that affects the balance of funds held in it including a Card Transaction.
Username and Password	A set of personal codes selected by you in order to access the Zero App;
Virtual Card	A set of verification procedures used as a non-physical equivalent to a Physical Card and providing some or all of the functionality of a physical card. Any reference to a Physical Card in this Agreement excludes the Virtual Card.
Account	The electronic money account provided to you by TPL and opened in accordance with this Agreement.
Zero Website	www.zero.co.uk
we, us or our	Transact Payments Limited (“TPL”), a company incorporated in Gibraltar with registered address at 6.20 World Trade Center, 6 Bayside Road, Gibraltar, GX11 1AA, company registration number 108217 and which is authorised by the Gibraltar Financial Services Commission as an electronic money institution.
you or your	You, the person who has entered into this Agreement with us by applying to open an Account and be issued with a Card in accordance with this Agreement.

2. The Agreement, Account and Card

- 2.1. The Card and Account are for personal use only. If we know or reasonably suspect that either the Card or the Account is being used for business use, this will be a material breach of this Agreement and we reserve the right to immediately terminate the Card and Account in line with clause 10.4.2(j) below.
- 2.2. The Account is an electronic money account provided by us in accordance with our licence granted by the Gibraltar Financial Services Commission. You must use the Account in accordance with this Agreement.
- 2.3. The Card is issued by us in accordance with our licence from Mastercard and you must use the Card in accordance with this Agreement.
- 2.4. You are not permitted to re-sell the Card.
- 2.5. You can download or print the latest version of this Agreement at any time from the Zero Website and/or request a paper copy from Customer Services.
- 2.6. If you do not agree with or accept any of these terms and conditions you should not proceed with an application for an Account and Card. If you subsequently decide you do not agree with these terms and conditions you should close the Account by contacting customer services via email at help@zero.co.uk, cancel the Card and stop using the Zero App.

3. Applying for an Account and Card

- 3.1. To apply for, and use, an Account and Card you must be at least 18 and resident in the United Kingdom.
- 3.2. You may apply via the Zero App (downloaded via Google Play or the Apple App Store). We may require you to provide information/documentary evidence to prove your identity and address and/or we may carry out electronic identification verification checks on you.
- 3.3. Once we have been able to successfully complete onboarding checks, including KYC checks, you will receive an activation confirmation on the Zero App and you will be issued a Virtual Mastercard which can be used for e-commerce purchases and you can use your Account.
- 3.4. You may request a Physical Card from within the Zero App upon successful completion of sign up.
- 3.5. Upon receipt of your Physical Card, you must activate it in Zero App under "Cards", "Activate Card".
- 3.6. You are only allowed to hold one Account where your Available Balance is located. If we discover that you do have more than one Account, we may block the Card and Account and terminate this Agreement.

4. Personal Details

- 4.1. When you buy goods and services online, some websites may require you to enter your Personal Details. If this happens, you should enter your up-to-date Personal Details.

- 4.2. You must notify Zero of any change in your Personal Details as soon as possible by contacting Customer Services or updating the details in the Zero App. You will have to pay for any loss that happens directly as a result of any delay in telling us that your Personal Details have changed or if you have not told us because you've been grossly negligent or committed fraud. We will need to verify your new Personal Details and may request relevant KYC information/documents from you.
- 4.3. We, or Zero, reserve the right at any time to satisfy ourselves that your Personal Details are correct (for example, by requesting relevant original documents) including so that we can prevent fraud and/or money laundering. You also agree to authorise us and Zero to undertake electronic identity verification checks on you either directly ourselves or using relevant third-party companies at the time when you apply for an Account or Card or at any time in the future.

5. Using the Account

- 5.1. You can use the Account subject to the Fees which you can find in the Fee Schedule. The Fees will be deducted from the Available Balance as they are charged to you.
- 5.2. You can receive funds into the Account by electronic funds transfer using CHAPS, Faster Payments and any other payment type as notified by us to you from time to time. We will credit the Account when we receive the funds.
- 5.3. The Account can also receive internal transfers from other Accounts owned or controlled by you, which apply instantly.
- 5.4. The Account will not be credited if:
 - 5.4.1 the Account is suspended, restricted or terminated;
 - 5.4.2 the sender has provided incorrect/invalid Account details for the Account; or
 - 5.4.3 we suspect the transfer to be fraudulent.
- 5.5. If we are unable to credit the Account for any of the reasons in paragraph 5.4 then the funds may be sent back to the sender without us notifying you beforehand.
- 5.6. In order to manage our risk, particularly with respect to money laundering, fraud or security concerns, we also apply internal controls, including limits, to certain types of payment. We change these as necessary but for security purposes, we may or may not disclose them to you.
- 5.7. You can send funds from the Account to external bank accounts using Faster Payments, CHAPS, and other methods which we notify you about from time to time.
- 5.8. If for any reason whatsoever a Transaction is carried out (including a Card Transaction), but the amount is greater than the Available Balance, you must pay us the difference immediately. If you don't pay us after receiving a notification from us, we reserve the right to take all necessary steps to recover the difference, including taking legal action. We may charge the amount of the difference against any funds on the Account, including any funds that are loaded at a later date. We may arrange for the Account and/or Card to be suspended until we are reimbursed with the difference.
- 5.9. The Account will be terminated if you use it for any illegal purposes, in accordance with clause 10.4.2 (j).

- 5.10 The Available Balance on the Account will not earn any interest.
- 5.11 You are not permitted to set up Direct Debits from the Account.

6 Third-Party Access to the Account

- 6.1 You can allow a Third-Party Provider (also referred to as a 'TPP' or 'Open Banking Provider') to have access to the information in the Account or to initiate certain Transactions from the Account. The TPP must be authorised to provide these services to you, and we recommend that you check their authorisation on their regulator's register of authorised providers before using them.
- 6.2 When you use a TPP, you authorise and consent to them accessing the Account or making payments from the Account on your behalf. Once the TPP properly identifies itself to us, we will treat any instruction from the TPP as if it was an instruction from you. You also consent to us sharing any information (including Personal Data) with the TPP that is reasonably required for them to provide their services to you.
- 6.3 We may deny a TPP access to the Account or to make a payment if we are concerned about unauthorised or fraudulent access by that TPP. If we do block access, we will tell you beforehand or as soon as possible afterwards in a way that we consider the most appropriate. We won't tell you if Applicable Law prevents us from doing so or if there are valid security reasons for not informing you. We will unblock access to the TPP when the reasons for blocking no longer exist.
- 6.4 You also have the right to block or withdraw access to the Account by the TPP and you should contact Customer Services if you wish to do this.

7 Using the Card

- 7.1 You can use the Card subject to the Fees which you can find in the Fee Schedule. The Fees will be deducted from the Available Balance as they are charged to you.
- 7.2 The Card is to be used to spend the funds in the Account.
- 7.3 Unless we tell you otherwise, you can use the Card at any Retailer which accepts Mastercard.
- 7.4 There are certain circumstances when a Retailer may require you to have an Available Balance which is greater than the value of the Card Transaction you wish to make. Retailers may request this as they may need to access more funds than you initially planned to spend for example, when you make hotel or rental car reservations. If this happens, you will not have access to the blocked amount of funds until the Card Transaction is completed or, at the latest, for up to a period of 30 days. We will only block access to the exact amount of funds authorised by you. You will only be charged for the actual and final value of the Transaction.
- 7.5 You cannot use the Card at Retailers that cannot check that you have sufficient Available Balance for the Card Transaction (for example, Card Transactions made on trains, ships, some in-flight purchases and tollbooths which are not online).
- 7.6 We do not recommend using a Virtual Card to purchase an item over the internet that subsequently would require the presentation of a physical reference device in order to obtain that item. Examples

include certain theatre ticket purchases, hotel stays, car rentals, and online purchases picked up in person.

- 7.7 We accept no liability if a Retailer refuses to accept payment using the Card. It is your responsibility to check the restrictions of each Retailer.
- 7.8 You must not use the Card for:
- purchases of quasi-cash (i.e. an asset that represents a certain amount of money but that isn't money itself, such as but not limited to money orders and travellers cheques).
 - any illegal purposes.

8 Authorising Transactions

- 8.1. You must give your consent to each Transaction by a) entering your PIN or other security information; b) providing the Card details and/or providing any other details personal to you and/or the Card; or c) authorising a TPP to initiate a Transaction. Once you have given such consent to the Transaction, we will consider it to be authorised by you.
- 8.2. When you make a Transaction, we consider it to be received when it is received by our processing partner. If a Transaction order is received after 5pm on a Business Day, then it will be considered to have been received on the next Business Day.
- 8.3. Once a Transaction has been authorised by you and received by us, it cannot be reversed.
- 8.4. Your ability to use or access the Account or Card may occasionally be interrupted, for example, if Zero or any third-party service providers need to carry out maintenance on their systems or websites.

9. Managing & Protecting the Account and Card

- 9.1. You will need a PIN to make payments at a Retailer or to withdraw cash with the Card. Your PIN will be available to you in the Zero App, under "Cards", "View PIN".
- 9.2. If you forget your PIN, you can retrieve it from the Zero App, under "Cards", "View PIN. For further assistance with any PIN-related queries, please contact Customer Services.
- 9.3. You must not give the PIN to any other person or allow any other person to use the Card, Account, Zero App or device that you use to make Transactions.
- 9.4. You are responsible for the Card, Account, device, Zero App and any related PINs, passwords, logins or other security details (we will refer to all of these as "Security Details" in the rest of this section 9) and you must take all possible measures to keep them safe and entirely confidential. Examples of these measures include (but are not limited to):
- i. never letting any other person use your Security Details;
 - ii. never writing your Security Details down in a way that allows anyone else to recognise them;
 - iii. never writing your Security Details on the Card or on anything you usually keep with the Card;
- and

- iv. keeping your Security Details secret at all times for example, by not using your PIN or password if anyone else is watching.
- 9.5 If you don't keep your Security Details safe, you may not be able to claim any losses if we can show that you have intentionally failed to keep the information safe or you have acted fraudulently, with unreasonable delay or with gross negligence. In all other circumstances, the maximum amount that you will be required to pay will be £35.
- 9.6 If you believe that someone else knows any of your Security Details, you must freeze your card within the Zero app and notify us by contacting Customer Services immediately.
- 9.7 If we suspect or believe that there may be a security threat or a threat of fraud to the Account or Card, Zero will notify you securely via email, SMS and/or push notification.
- 9.8 Once your Physical Card has expired or if it is found after you have reported it as lost or stolen, you must destroy it by cutting it in two through the magnetic strip.

10 Termination of this Agreement

- 10.1 Unless this Agreement is terminated by you or by us, it shall remain in force.
- 10.2 When this Agreement is terminated, the Account and Card will be closed, and you are not permitted to use either of them.

10.3 Termination by You

- 10.3.1 You may close the Account or Card at any time by contacting Customer Services. Once either the Account or Card are closed, this Agreement will be terminated.
- 10.3.2 If any further Transactions are found to have been made or charges or Fees incurred using the Account or Card or if we receive a reversal of any Transaction which added funds to the Available Balance, we will notify you of the amount and you must immediately repay it to us.

10.4 Termination or Suspension by Us

- 10.4.1 We, or Zero for us, may terminate this Agreement at any time by giving you two months' advance notice, which will be sent to the email address that you have provided to us.
- 10.4.2 We, or Zero for us, can suspend the Account or Card, restrict their functionality or terminate this Agreement at any time with immediate effect if:
- a) you haven't given us the information we need or we believe that any of the information that you have provided to us was incorrect or false; or
 - b) you do not repay money that you owe to us; or
 - c) you fail to provide the Personal Data necessary for us to comply with our legal or regulatory obligations and to fulfil this Agreement; or

- d) we reasonably suspect that the security of the Card or Account has been compromised or that you, or any third party, have used, or intend to use the Card or Account in a grossly negligent way or for fraudulent or other illegal purposes;
- e) we believe that your use of the Card or Account may result in harm to us or our systems; or
- f) we believe that your continued use of the Card or Account may damage our reputation; or
- g) you become bankrupt; or
- h) we are required to do so under Applicable Law or we believe that your continued use of the Account and/or Card may be in breach of Applicable Law; or
- i) we cannot process some or all of your Transactions due to the actions of third parties; or
- j) you have breached an important part of this Agreement or have repeatedly breached any term of this Agreement and have failed to resolve it in a timely manner.

10.5 If we do suspend, restrict or terminate the Account or Card then, if we are legally allowed to, we or Zero will notify you in advance or as soon as possible afterwards. We may advise anyone involved in the Transaction if a suspension has taken place. If possible, we or Zero will provide the reasons for the suspension, restriction, termination or refusal to execute a Transaction. If we suspend or block your Card or Account, we will unblock it as soon as the reasons for blocking it no longer exist.

10.6 You can redeem your Available Balance by withdrawing it at an ATM at any time while your Account is open. Once your Account is closed, and subject to any legal obligations that we have to comply with, you will be able to gain access to the funds in the Account at any time within six years from the date that this Agreement ends.

10.7 If your Account is closed and you request that we send the Available Balance back to you, we may require that the funds are sent to an account in your name. We may also require you to provide us with KYC information and/or documents so that we can check your identity. We may charge a Redemption Fee if you request your Available Balance before, or at least 12 months after, this Agreement ends. If we do charge a Redemption Fee, it is set out in the Fees & Limits Schedule.

10.8 If you owe us any funds or Fees when you request your Available Balance, we shall have the absolute right to deduct those funds or Fees from the funds held in your Account.

11 Loss or Theft of funds and the Card.

11.1 You are responsible for protecting the Account and Card as if they were cash in a physical Account – if the Available Balance is lost or stolen, you may lose some or all of the money on the Account unless you contact us as specified in this section.

11.2 If you know or suspect that someone has gained unauthorised access to the Account, if you think the Card has been lost or stolen or if you think that a Transaction has not been carried out correctly you must immediately freeze the Card in the Zero App and then immediately contact customer support on the customer support number 029 2271 2242 or email at help@zero.co.uk.

- 11.3 If the Card was lost, stolen or used by someone without your permission and you haven't reported it to us, you must pay the first £35 of losses. If our investigations show that you authorised a Transaction that you're disputing or that you acted fraudulently or that you negligently or intentionally breached the terms of this Agreement (for example, if you showed someone your PIN and they made a payment with your Card without you knowing about it), we may not refund you the amount that was spent.
- 11.4 Once you report a loss, theft or unauthorised use of the Card or Account, we will block them so that they can no longer be used.
- 11.5 You agree to cooperate with our agents, any supervisory authority, the police and us if the Card or Account is lost, stolen or if we suspect that someone has used it fraudulently.
- 11.6 If you think that a Transaction has been made that you didn't authorise or you think that it was incorrect, you must tell us as soon as possible, and no later than 13 months after the Transaction date, and we will refund the amount immediately. We won't refund it if we believe that the incident may have been caused by a breach of this Agreement, through gross negligence or if we have reasonable grounds to suspect fraud.
- 11.7 If you don't think we've carried out a Transaction correctly, we will immediately try to trace the Transaction and will notify you of the outcome. We will not charge you for doing this. If we are liable for the Transaction, we will refund the amount as soon as we can, together with the amount of any fees which may have been charged to you.
- 11.8 If a Transaction that you're disputing was initiated by a TPP, the TPP must prove that the Transaction was authenticated, accurately recorded and not affected by a fault linked to its payment initiation service.
- 11.9 If a Transaction that was made within the EEA or the UK arrived later than it should have, according to the terms of this Agreement, you may ask us to contact the receiving bank to ask them to treat it as if it was made on time.
- 11.10 If you ask us to investigate a Transaction which is initiated by a Payee (for example, a recurring payment which you have authorised) and the exact Transaction amount was not specified when you authorised the payment and the amount was more than you could have reasonably expected, taking into account your previous spending pattern, the terms of this Agreement and the relevant circumstances of the case, we will refund that amount.
- 11.11 We won't refund it if the amount relates to currency exchange fluctuations, if you have given your consent to execute the Transaction directly to us or if information on the Transaction was made available in an agreed manner to you at least 4 weeks before the due date of the Transaction.
- 11.12 We will only provide a refund if you request it from us within 8 weeks of the date on which it was debited.
- 11.13 If a Transaction is paid into the Account that should not have been, we will, where possible, immediately send the funds back to the account or bank acting for the person who sent the payment. If this happens, you agree to return the funds to us and to provide the help we need to recover the amount from you. If we cannot recover the funds, we are required to provide sufficient details about

you and the incorrect payment to the bank or institution that sent the payment so that they can recover the funds.

12 Payment Disputes

- 12.1 If you dispute a Card Transaction that you have authorised, and which has been processed on the Card, you should settle this with the person you bought the goods or services from; we are not responsible for the quality, safety, legality or any other aspect of goods or services purchased with the Card.
- 12.2 If the dispute cannot be resolved you should contact us at Customer Services, and we will try to help you to resolve it.
- 12.3 If you have reason to believe that a Card Transaction was carried out without your consent or in error, you may ask Zero to investigate it. If an investigation occurs, the disputed amount will be unavailable to spend until our investigation is complete and if we receive information that proves the Card Transaction was genuine, this will be deducted from your Available Balance and we may charge you an investigation fee, subject to the Fee Schedule. If you do not have sufficient Available Balance, you must repay us the amount immediately when we ask for it.

13 Foreign Exchange

- 13.1 You can receive payments into the Account and make payments out of the Account in Pounds Sterling (GBP) only.
- 13.2 If you use the Card in a currency other than the currency of the Card (we will refer to this amount in this section as the “Foreign Currency Transaction”), we will use an exchange rate set by Mastercard to convert the amount to the currency of your Card and we will deduct it from your Available Balance. For example, if the currency of your Card is GBP and you buy a product in EUR, we will convert the Euros to Pounds and then deduct the Pounds amount from your Available Balance.
- 13.3 You may also be charged a Currency Conversion Fee as set out in the Schedule below.
- 13.4 You can compare charges for currency conversion with other Cards’ charges by checking the real-time percentage difference between the amount that will be charged on the Card for a Foreign Currency Transaction (which consists of the mark-up applied by Mastercard as well as any other charges) and the latest available euro foreign exchange rates issued by the European Central Bank. You can see this information on the Zero Website before you make a Foreign Currency Transaction.
- 13.5 Exchange rates can go up and down quickly and they may change between the time you make a Transaction and the time it is deducted from your Account/Available Balance. You agree that any change to the exchange rate may be applied immediately and without us giving you any notice.

14 Our Liability

- 14.1 We shall not be liable for:
 - i. any loss which occurs from anything which is directly or indirectly beyond our control. Examples of this include: if there aren’t enough funds in an ATM, if the ATM network fails, if you can’t withdraw

funds due to the ATM operator setting limits on funds that can be withdrawn or if their data processing system doesn't work properly.

ii. any loss of profits, loss of business, or any indirect, consequential, special or punitive losses;

iii. any loss arising from any use of the Account or Card that does not comply with this Agreement;

iv. any goods or services that you buy with the Card;

v. anyone refusing to accept the Card; and vi. any damages that you suffer due to loss, fraud or theft that you have reported to us later than 13 months after the event/debit date.

14.2 If the Card is faulty and this is our fault, our sole responsibility will be to replace the Card.

14.3 If funds are incorrectly deducted from your Available Balance and this is our fault, our sole responsibility will be to pay you the correct amount.

14.4 Nothing in this Agreement shall exclude or limit our liability for death or personal injury resulting from our negligence or fraud.

14.5 The exclusions and limitations set out in this paragraph will also apply to any of our partners, including Mastercard and other suppliers, contractors, representatives and any of their partners (if any) which may arise in connection with this Agreement.

15 Complaints

15.1 If you would like to make a complaint about the Card or Account, please send an email to Zero's Customer Services department at help@zero.co.uk.

15.2 Emails will be dealt with on a priority basis and we will aim to respond to urgent queries within 2 working days. All customers will have received a response at the latest within 15 days.

15.3 If you're not happy with the response from our Customer Services team, you can escalate your complaint to the TPL Issuer Complaints Department directly via email at complaints@transactpaymentslimited.com. Please ensure you include the required Personal Details so we can properly identify and contact you.

15.4 If TPL's Complaints Department is unable to respond to your complaint immediately, you will receive confirmation that your complaint has been received and a formal investigation will be conducted. You will receive a formal response of our findings within 35 Business Days of your complaint. We will make every effort to reach a resolution to your complaint and will fully explain the reasoning behind our decision.

15.5 In the unlikely event that we are unable to resolve your issue to your satisfaction, you have the right to refer your complaint to the Financial Services Commission at: Payment Services Team, Financial Services Commission, PO Box 940, Suite 3 Ground Floor, Atlantic Suites, Europort Avenue, Gibraltar or email psdcomplaints@fsc.gi.

16 General Communication

16.1 When we or Zero communicate with you, we'll do it by email or by push notification. In some instances Zero may be required to communicate with you via telephone, in which case we will inform you

beforehand. We'll use the latest contact details which you have provided us with. Zero will never ask you to share passcodes.

16.2 You may contact Customer Services via the details which are set out in clause 1.

17 Personal Data

17.1 TPL will collect certain information about the user of the Account and Card in order to operate the Account and Card. We need you to provide your Personal Data (for example, your name and address) so that we can carry out our obligations under this Agreement (for example, so that we can send you a Card with your name on it and send it to the right address). Sometimes we may need to use your Personal Data so that we can take certain steps, where you ask us to, before we enter into this Agreement. If you don't provide the Personal Data which we ask you for, we will take steps to end this Agreement in accordance with clause 10.4.2(c) above.

17.2 We will manage and protect your personal data in accordance with all applicable data protection laws. For full and comprehensive information about when and why we collect personal information about you, how we use it and the conditions under which we may disclose it, please refer to our [Privacy Policy](#) which is provided to you at the time we collect your Personal Data.

18 Changes to this Agreement

18.1 We can update or amend this Agreement at any time and where required by law we will provide at least 2 months' notice first. If we do this, we shall ask Zero to notify you by email, (using the latest email address you have provided us with).

18.2 If you do not agree with our proposed changes to the Agreement, you may end this Agreement at any time within the 2-month notice period. You can also withdraw any unused Available Balance at that time without incurring a Fee. If you don't notify us before the 2-month deadline, we will consider that you have accepted the changes to this Agreement.

18.3 If any part of this Agreement does not comply with any regulatory requirements, then we will not rely on that part, but we'll treat it as if it did actually reflect the relevant regulatory requirement. If we need to make operational changes before we can fully comply with a new regulatory requirement, we will make those changes as soon as we reasonably can.

19 Language

19.1 Only the English language version of this Agreement, any communications that we send to you and any content on the Zero Website will apply. If we translate this Agreement or any other content into another language, the translation is for reference only.

20 Governing Law

20.1 This Agreement is governed by Gibraltar law.

21 Jurisdiction

21.1 You agree to the non-exclusive jurisdiction of the courts of Gibraltar. 'Non-exclusive jurisdiction' means that you may also have the right to refer a dispute to the court of another country.

22 Miscellaneous

22.1 Any delay or failure to exercise any right or remedy under this Agreement by us shall not be construed as a waiver of that right or remedy or preclude its exercise at any subsequent time. This means that if we don't enforce our rights against you at a particular time, we are still able to do so at a later time.

22.2 The Account and Card are payment service products and not deposit or credit or banking products and, as such are not governed by the Deposit Security Scheme of Gibraltar (<https://www.gdgb.gi>). The deposit scheme protects customers' money when financial firms fail. You can find out more about them at the link provided above. We will, however, safeguard your funds so that they are protected by Applicable Law if we become insolvent. If you'd like further information on how your funds are protected, please contact Customer Services.

22.3 If any provision of this Agreement is deemed unenforceable or illegal, the remaining provisions will continue in full force and effect.

22.4 You may not transfer any of your rights and benefits under this Agreement. This means that the Agreement is personal to you, and you can't transfer it to anyone else. You will remain liable until all Cards issued to you are cancelled or have expired and all sums due under this Agreement have been paid by you in full. We may transfer our rights and benefits under this Agreement to a third party and may subcontract any of our obligations under this Agreement, if we reasonably believe that this would not have a significant negative effect on your rights.

22.5 The Account is provided by Transact Payments Limited pursuant to its licence from the Gibraltar Financial Services Commission and the Card is issued by Transact Payments Limited pursuant to its licence from Mastercard.

22.6 Zero administers the Account and Card provided by Transact Payments Limited and is available to give You customer service support if You have any queries. Our Program Managers also conduct activities such as sponsorship, marketing, and providing the IT platform and will carry out due diligence on You.