

LemFi Cash Programme Terms and Conditions

1. Introduction

1.1. These LemFi Cash Programme Terms and Conditions (the "Programme Terms") govern the LemFi Cash programme (the "Programme"): how you earn, hold and use LemFi Cash. They are between you and the LemFi group entity for your country of registration, set out in Schedule 1 ("LemFi", "we", "us").

1.2. These Programme Terms supplement, and are incorporated into, your main LemFi customer agreement (the "Terms of Use") and our Privacy Policy. If there is a conflict between these Programme Terms and the Terms of Use on a matter relating to the Programme, these Programme Terms apply; on all other matters the Terms of Use applies. Words defined in the Terms of Use have the same meaning in these Programme Terms unless stated otherwise.

1.3. By earning or using LemFi Cash you agree to these Programme Terms.

1.4. The Programme replaces the previous LemFi Points scheme and the previous cash referral payout. If you held LemFi Points, Section 8 explains how they convert to LemFi Cash.

1.5. In these Programme Terms, "your home currency" means the currency of your country of registration, as set out in Schedule 1.

2. What LemFi Cash is (and is not)

2.1. "LemFi Cash" is promotional credit, in your home currency, that you earn through the Programme and can choose to apply to eligible LemFi transactions so that your recipient receives more (see Section 5). It is held in your "LemFi Cash Wallet".

2.2. LemFi Cash is not money and not electronic money. It is not a deposit or stored value, and pays no interest. LemFi Cash is non-withdrawable and non-transferable: it cannot be withdrawn, transferred to anyone else or exchanged for cash, and has no cash redemption value. It can only be used, at your election, to increase the amount your recipient receives on eligible cross-border transfers funded in your home currency, as set out in these Programme Terms (we may make LemFi Cash usable on other LemFi products in future, and will say so when we do). No account or wallet holding money is opened for you under the Programme. LemFi Cash is not held by us or with any bank for you, is not insured or safeguarded, and is not money held to your order.

2.3. Each amount of LemFi Cash credited to your Wallet is a "Grant". Each Grant has its own source, amount, date and (where applicable) expiry, all visible in your Wallet.

2.4. LemFi Cash converted from LemFi Points on migration is "Migrated Credit" (Section 8). Migrated Credit is LemFi Cash, but it does not expire and it is applied differently from LemFi Cash you earn under the Programme, as set out in clause 5.3.

3. Eligibility

3.1. To take part you must (a) be a LemFi customer with an account in good standing in a market listed in Schedule 1, (b) have completed the customer verification we require before you can send money with LemFi, and (c) meet the eligibility criteria for the relevant earn type. You may hold one LemFi Cash Wallet.

3.2. The Programme is available in the markets listed in Schedule 1. The Programme launches market by market, and the earn and use values that apply in your market are set out in Schedule 2 and shown in the app. Values may change in accordance with Section 11.

3.3. We credit LemFi Cash only once you have completed the customer verification we require before you can send money with LemFi. You can apply LemFi Cash only to transactions your account is permitted to make, so any limit or restriction that applies to your account applies to the transaction and to the LemFi Cash you can apply to it. If we credit LemFi Cash to you and you do not complete that verification, we may cancel it.

4. How you earn LemFi Cash

4.1. You can earn LemFi Cash in the following ways, each subject to the values, rules and caps set out in Schedule 2 for your market and for the relevant campaign:

(a) Referral (referrer): if someone signs up using your referral code or link and completes their first Qualifying Transfer, you earn a referral reward.

(b) Referral (new joiner): if you sign up using a valid referral code, you may earn a joining reward once you have signed up and completed the customer verification we require before you can send money with LemFi. Only the referrer's reward in paragraph (a) above depends on a Qualifying Transfer.

(c) Transaction boost (own activity): you may earn a percentage of the net value of your own eligible transfers.

(d) Promotions: we may grant LemFi Cash through campaigns, offers or win-back promotions.

4.2. A "Qualifying Transfer" is a successful cross-border money transfer that meets the minimum value set out in Schedule 2 for your market and any other criteria we notify in the app, by push notification or on the Invite and Earn page.

4.3. LemFi Cash is granted in your home currency. We do not convert between currencies for the Programme.

4.4. Rewards are credited only after the qualifying activity is successfully completed. We may apply per-user and per-period caps and other anti-abuse limits, and may decline or withhold rewards at our reasonable discretion (Section 9).

5. How you use LemFi Cash

5.1. When you make an eligible transaction you can choose to apply your available LemFi Cash. If you switch it on, the amount applied is shown before you confirm. We will not apply your LemFi Cash unless you switch it on.

5.2. In this version, LemFi Cash applies to cross-border transfers funded in your home currency. Same-currency transfers, transfers between LemFi users and transfers funded from a balance in another currency are not eligible. Some corridors are not eligible, and the app shows you where LemFi Cash cannot be applied. We may make LemFi Cash usable on other LemFi products in future, and will say so when we do.

5.3. Where you apply LemFi Cash, the amount applied is (a) for Migrated Credit, up to the full amount of your Migrated Credit balance, capped at the sum you send, and (b) for all other LemFi Cash, an amount equal to the Redemption Rate set out in Schedule 2 for your market multiplied by the sum you send. The amount applied is added to the amount your recipient receives, funded from and debited against your LemFi Cash Wallet. LemFi Cash increases the amount your recipient receives; it does not reduce the amount you pay. The transaction summary shows the amount you send, the LemFi Cash applied and the total your recipient receives.

5.4. If you hold more than one Grant, we use the one closest to expiry first, so we use LemFi Cash you have earned under the Programme before your Migrated Credit. If your available LemFi Cash is less than

the amount calculated under clause 5.3, we use what you have and the Wallet goes to zero; the transaction still proceeds.

5.5. The LemFi Cash applied is always the amount shown on the transaction summary when you confirm. Occasionally this can differ slightly from a figure shown a few moments earlier (for example if other LemFi Cash was used or expired in the meantime).

6. Expiry and unused LemFi Cash

6.1. Some LemFi Cash expires and some does not. Each Grant shows its expiry date, or "no expiry", in your Wallet.

6.2. Credit converted from LemFi Points on migration does not expire (Section 8). Referral and promotional credit expires after the period set out in Schedule 2 for your market, counted from the date it is credited. Transaction boost (own activity) credit expires on the date shown for that Grant in your Wallet.

6.3. When a Grant expires it is removed from your Wallet and cannot be reinstated. Because we use soonest-to-expire credit first (clause 5.4), you will not lose non-expiring credit while expiring credit is available. Because LemFi Cash is applied only when you switch it on (clause 5.1), we will remind you in the app before a Grant expires.

6.4. If your LemFi account is closed, suspended or restricted, or you end your relationship with LemFi, we may treat any unused LemFi Cash as forfeited, in which case (a) it cannot be applied, and (b) it will not be reinstated if you later open a new LemFi account.

7. Refunds, reversals and clawback

7.1. If a transaction on which you used LemFi Cash is refunded or reversed, the LemFi Cash you used is restored to the original Grants, with the same remaining life it had when you used it (counted from the refund). A partial refund restores LemFi Cash proportionately. A refund never converts LemFi Cash into withdrawable cash; it returns as credit in your Wallet.

7.2. If a transaction that earned you LemFi Cash is later reversed, charged back, or found to be fraudulent or ineligible, we may reverse or claw back the related LemFi Cash. We will not drive your balance below zero.

7.3. If the Qualifying Transfer of a person you referred is reversed, we may reverse the related referrer reward.

8. Migration from LemFi Points

8.1. Existing LemFi Points convert to LemFi Cash on a one-time basis when you update the app, at the conversion rate set out in Schedule 2. You do not need to do anything; if you have LemFi Points and do nothing, they become LemFi Cash.

8.2. Migrated LemFi Cash (Migrated Credit) does not expire and has the same value as your LemFi Points balance at conversion. You can apply it in full to an eligible transaction, up to the amount you send, as set out in clause 5.3.

8.3. From migration, LemFi Points earning stops and you earn LemFi Cash instead.

8.4. LemFi Points could only be used as a saving on transfers and could not be withdrawn or exchanged for cash. LemFi Cash also cannot be withdrawn or exchanged for cash, and is applied as set out in Section 5, with Migrated Credit applied as set out in clause 5.3(a).

8.5. We will tell you about the migration in advance and explain what is changing (Section 11).

9. Fraud, abuse and suspension

9.1. You may take part only in good faith. You must not manipulate, farm or abuse the Programme, use it other than as intended, or breach these Programme Terms or the Terms of Use.

9.2. We may limit, withhold, suspend, reverse or cancel LemFi Cash, and suspend or remove you from the Programme, where we reasonably believe there has been abuse, fraud, ineligibility, or a breach of these Programme Terms or the Terms of Use, or where your account is restricted or closed.

9.3. Referral codes and links are for your personal use. You must not refer yourself, create or use additional or false accounts, or obtain, generate or distribute referral codes by automated means, in bulk, or through paid promotion that we have not agreed with you in writing.

10. Tax

10.1. You are responsible for any tax that applies to LemFi Cash you earn, based on your own circumstances and the law of your market.

11. Changes to the Programme

11.1. We may change, suspend or end the Programme, or change these Programme Terms, for example to reflect changes to our services, costs, the law or regulatory requirements, or to address abuse.

11.2. Where a change is material and to your disadvantage, we will give you reasonable advance notice (by in-app message, push or email) before it takes effect, unless we need to act sooner for legal, regulatory or fraud-prevention reasons. Routine changes to the earn and redemption values, corridor percentages and campaign parameters, which are shown in the app at the relevant time, are not by themselves material changes to your disadvantage requiring advance notice, provided that LemFi Cash you have already earned is honoured. Other changes take effect when posted.

11.3. LemFi Cash you have already earned remains usable under the terms on which it was granted, except where we must change it for legal, regulatory, fraud or abuse reasons.

12. Liability

12.1. Nothing in these Programme Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, for any rights you have under mandatory consumer protection law in your market, or for any other liability that cannot be limited or excluded by law.

12.2. Subject to clause 12.1, the Programme is provided "as is", and our total liability to you in connection with the Programme is limited to the value of your unused LemFi Cash.

13. Data protection

13.1. We process personal data in connection with the Programme, including, for referrals, limited information shared between a referrer and the person they refer, in line with our privacy notice. Referral mechanics rely on the consent of the person referred, which they can withdraw.

14. Moving between LemFi markets

14.1. If you move country and your LemFi account moves to a different LemFi entity, your LemFi Cash balance moves with you, subject to the Programme Terms and currency of your new market. We will tell you if anything changes as a result.

15. Other terms

15.1. These Programme Terms (together with the Terms of Use, the Privacy Policy and the Schedules) are the entire agreement between you and us in respect of the Programme, and supersede any prior statements about it, including our previous Referral Program Terms, which no longer apply.

15.2. If any provision of these Programme Terms is found to be invalid or unenforceable, that provision is severed and the remaining provisions continue in full force.

15.3. If we do not enforce a provision of these Programme Terms, that is not a waiver of our right to enforce it later.

15.4. You may not assign or transfer your rights or obligations under these Programme Terms. We may assign or transfer ours to another LemFi group entity, including on a transfer of your account between LemFi markets (Section 14) or in connection with a reorganisation, provided this does not reduce your rights.

15.5. These Programme Terms are provided in English. Where we provide a translation and there is a conflict, the English version applies, unless the law of your market provides otherwise.

15.6. Questions or complaints about the Programme can be sent to support@lemfi.com.

16. Governing law, jurisdiction and complaints

16.1. These Programme Terms, and any dispute or claim arising out of or in connection with them or their subject matter, are governed by the law that applies to your Terms of Use for your market, and any dispute is resolved by the process set out in those Terms of Use. Nothing in this clause affects any mandatory rights you have under the law of your country of residence.

16.2. Nothing in these Programme Terms affects any right you have to refer a complaint to an external dispute resolution or ombudsman scheme available in your market. Where such a scheme is available to you, we tell you how to reach it in the app and in our Help Centre.

Schedule 1: Markets, entities and governing law

Market	Contracting LemFi entity	Currency	Governing law / jurisdiction	Status
UK	RightCard Payment Services Limited (company number 09163262)	GBP	As set out in your Terms of Use	Live
EU / Ireland	Lemfi-Europe Limited (company no. 604979)	EUR	As set out in your Terms of Use	Live
US	Pomelo Two US LLC (Delaware file no. 6396546)	USD	As set out in your Terms of Use	Live
Canada	Pomelo Technology Canada Ltd. (company no. 12258609)	CAD	As set out in your Terms of Use	Live
Australia	Pomelo Australia Pty Ltd (ACN 671 816 283)	AUD	As set out in your Terms of Use	Live
Nigeria	Rightcard Payment Services Nigeria Limited (company no. 7523720)	NGN	As set out in your Terms of Use	Not yet launched

Schedule 2: Reward and redemption values

The values below apply in each market listed in Schedule 1 in which the Programme has launched. Amounts are expressed in your home currency, so "50" means 50 units of that currency (for example £50,

€50, US\$50, C\$50 or A\$50) and "1" means one unit.

Item	Value
Referral reward — new joiner	50, credited once you have signed up using a valid referral code and completed the customer verification we require before you can send money with LemFi
Referral reward — referrer	50, credited once the person you referred completes their first Qualifying Transfer
Qualifying Transfer minimum	50
Redemption Rate — LemFi Cash earned under the Programme	1% of the sum you send, added to the amount your recipient receives
Redemption Rate — Migrated Credit	Up to 100% of your Migrated Credit balance, capped at the sum you send
Minimum balance to apply	1
Maximum per transaction	None. The limit is your available LemFi Cash balance
Expiry — referral and promotional credit	180 days from the date the Grant is credited
Expiry — Migrated Credit	No expiry
LemFi Points conversion rate	100 LemFi Points to 1 unit of your home currency
Eligible transactions	Cross-border transfers funded in your home currency. Same-currency transfers, transfers between LemFi users and any corridor shown in the app as ineligible are excluded

Where a market listed in Schedule 1 does not yet offer the Programme, or where different values apply in your market or for a particular campaign, the values shown in the app and on the Invite and Earn page for your market apply. Values may change in accordance with Section 11.