

IDT FINANCIAL SERVICES LIMITED  
**CLEVA TERMS AND CONDITIONS**  
**UNITED KINGDOM**  
**Effective Date 04 April 2025**

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These Terms and Conditions govern the usage of Cleva Cards and Wallets. Cleva's agency product is specifically designed for corporate clients and is subject to a distinct and separate contract made between Cleva and the relevant and respective Cleva Client.

## **DEFINITIONS**

**"Agreement"** means these terms and conditions.

**"App"** or **"Cleva App"** means Cleva's proprietary mobile application where Cards can be ordered and funds assigned for use by the Cardholder.

**"Available Funds"** means, at any given time, any unspent funds loaded onto the Wallet which are available to pay for transactions, as well as any applicable fees and charges payable under this Agreement.

**"Business Day"** means any day other than a Saturday, Sunday or national public holiday on which banks are open for business in Gibraltar and the UK.

**"Cleva Prepaid Card"**, **"Card"** or **"Cleva Prepaid Visa Card"** means an electronic money card issued by Us to You.

**"Cardholder"** means any person representing You, the Cleva Client, in the performance of the Agreement (including through use of the Card), or who makes any communication or gives any authorisation for a transaction or other instructions to Us on Your behalf, in respect of the Card or any of the services provided by Us in the Agreement; for the avoidance of doubt the Cardholder is not acting as a consumer for the purposes of this Agreement.

**"Commencement Date"** means the date You:

- a) Agree to be bound into the terms of this Agreement;
  - b) load the Wallet;
  - c) activate a Card; or
  - d) a Cardholder commences using the Card,
- whichever occurs first.

**"Contactless"** means a payment feature that provides You with a way to pay by tapping the Card on a point-of-sale terminal reader for transactions of a value reaching up to a specified limit.

**"Cleva Client"** means you, the body corporate which, subject to its Cleva Client agreement, owns the available funds that can be used by the Cardholder and to whom the Cards are issued.

**"CAT"** means the online corporate administration tool where Cards can be ordered and funds loaded for use by the Cardholders. Use of CAT is governed by an agreement entered into between the Cleva Client and Cleva .

**"Crunch"** means Crunch Payments Limited, registered in the England and Wales with Company number 11929149, and whose registered office is situated at Brent Hall Warley Gap, Little Warley, Brentwood, England, CM13 3DP.

**"Cleva"** means Cleva Technology Services Limited, registered in Gibraltar with company number 119003, and whose registered office is situated at 30/3 Cornwalls Lane, Gibraltar.

**"Customer Services"** means the customer support services described in clause 15.

**"EEA"** means the European Economic Area.

**“IDT”** means IDT Financial Services Limited, registered in Gibraltar with company number 95716, and whose registered office is situated at 57-63 Line Wall Road, Gibraltar.

**“Expiry Date”** means the date printed on Your Card which is the date Your Card will cease to function.

**“Wallet”** means the virtual wallet where Your, the Cleva Client’s, Available Funds are held.

**“PIN”** means Your unique personal identification number which is provided to You for use with Your Card and which can be changed at an ATM.

**“We”, “Us” or “Our”** means IDT, Crunch acting as programme manager on its behalf, or Cleva acting as cobrand on its behalf, as applicable and as the context requires.

**“Website”** means Our website at [clevacard.com](http://clevacard.com).

**“You” or “Your”** means the Cleva Client in whose name the Card is registered, or, as applicable and where the context so requires, the Cardholder.

## **1. INFORMATION ON WHO WE ARE AND THIS AGREEMENT**

- 1.1 This Agreement sets out the general terms and conditions that apply to the Cleva Prepaid Visa Card. This document forms the Agreement between You and Us governing the possession and use of the Card. By using the Card or loading the Wallet You accept to be bound by the terms of the Agreement. Copies of these terms and conditions can be found on the Website and on the Cleva App. Copies of this Agreement can be obtained free of charge by contacting Our Customer Services team in accordance with clause 15.
- 1.2 Cards are issued by IDT pursuant to a licence from Visa Europe Limited. IDT is regulated and authorised by the Gibraltar Financial Services Commission, Registered Office of IDT: 57-63 Line Wall Road, Gibraltar. Registered No. 95716. At all times the Card remains the property of IDT Financial Services Limited.
- 1.3 Production of the Cards, and the technology systems required to operate the Cards, are provided by Crunch, (registered in England and Wales).
- 1.4 Cleva provides customer support for Cards as set out in clause 15.
- 1.5 The Agreement will commence on the Commencement Date subject to clause 1.6. The Agreement will terminate in accordance with clause 10. The Agreement and all communications between Us and You shall be in the English language.
- 1.6 We reserve the right to refuse Your application or to activate the Card if the results of the checks carried out pursuant to clause 3 or otherwise give Us reason to suspect You of being involved in or intending to use the Card for money laundering, terrorist financing, fraud or other illegal activity. If We refuse You activation and use of the Card, We will inform You of the refusal but may not inform You of the reason for the refusal.

## **2. CARDS**

- 2.1 The Card is a prepaid payment card which may be used to pay for goods and services at participating retailers that accept prepaid Visa cards. The physical card may be used in shops and retail locations where the Cardholder is physically present or for online and other card not present purchases. As with any payment instrument, we cannot guarantee that a particular retailer will accept the Card – Cardholders should check with the retailer before attempting the transaction if unsure. The Cardholder will not be able to use the Card to make any purchases from some retailers where such retailers have been blocked by Our systems in order to prevent the potential use of cards for unauthorised or unlawful activity.
- 2.2 The Wallet and Card are electronic money (“e-money”) products, regulated by the Gibraltar Financial Services Commission (“GFSC”). It is a prepaid card not a credit card and is not linked to Your bank account. You must ensure that You have sufficient Available Funds in the Wallet

for the Cardholder to pay for each purchase or payment using the Card. The Card is intended for use as a means of payment, and funds loaded onto the Wallet do not constitute a deposit. You will not earn interest on the balance of the Wallet or Card. The Card will expire on the Expiry Date and will cease to work. Please check clause 8 of this Agreement for further information.

- 2.3 The electronic money associated with the Card is issued by IDT to You.

### **3. IDENTIFICATION REQUIRED FOR PURCHASE OF CARDS**

- 3.1 The Card is a financial services product, and We are therefore required by law to hold certain information about Our customers. We use this information to administer Your Card, and to help Us identify You and Your Card in the event that it is lost or stolen. We only keep this information as long as is necessary and for the purposes described. Please see clause 17 for more information.
- 3.2 The Card is intended for use by corporate firms (even though the use of the Card is through individual Cardholders representing You) and is subject to a separate Cleva Client agreement. In order to obtain a Card, You must be a body corporate (e.g. a company) acting within the ordinary course of business registered and incorporated in the United Kingdom and have an executed Cleva Client agreement. We may require evidence of what You are, Your controllers and of Your registered office and place of business. We may ask You to provide some documentary evidence to prove this and/or We may carry out checks on You or persons connected to You electronically.
- 3.3 When We carry out these checks, Your information (including personal information in relation to persons connected to You including but not limited to directors, officers, shareholders, beneficial owners and Cardholders) may be disclosed to credit reference agencies and fraud prevention agencies. These agencies may keep a record of the information and a footprint may be left on Your or the relevant person's credit file, although the footprint will denote that the search was not a credit check and was not carried out in support of a credit application. It is an identity check only, and will therefore have no adverse effect on You or the relevant person's credit rating.
- 3.4 The opening of the Wallet and/or activation or use of the Card will indicate to Us that You consent to the checks described in this Agreement being undertaken.
- 3.5 You represent and warrant to Us that:
- (i) You are a body corporate, which is duly incorporated or registered in the country where You are established, and are acting within the scope of Your ordinary course of business;
  - (ii) You are duly authorised to enter into the Agreement and to perform Your obligations hereunder, and the person(s) entering into the Agreement on Your behalf are duly authorised to represent and bind You;
  - (iii) the terms of the Agreement constitute and create legal, valid and binding obligations on You which are enforceable in accordance with their terms and do not constitute a breach of any obligations by which You are bound whether arising by contract, operation of law or otherwise;
  - (iv) You are not in a state of bankruptcy or insolvency, have not petitioned a compromise or arrangement with creditors or submitted a company recovery application, and are not in any similar situation under the applicable laws;
  - (v) You hold the necessary licences, registrations and other forms of authorisation as may be required under the applicable laws for the carrying out of Your trade, business or professional activities in the jurisdiction(s) where Your trade, business or professional activities are carried out;
  - (vi) You undertake to only allow the use of the Card and any services provided under the Agreement exclusively for the purpose of Your regular trade, business or professional activities, as the case may be;
  - (vii) You are in compliance with all applicable anti-money laundering and sanctions laws and are not aware of any breach by you or any authorised persons of any such laws; and

- (vii) if You become aware that any authorised person is (or will be) in breach of the terms of the Agreement, You will take steps to remedy the breach and/or prevent the authorised person concerned from using the Card.

#### 4. FEES, CHARGES AND LIMITS

The fees and charges associated with this Card form an integral part of the Agreement. All fees and charges are described below and may also be found on Our Website or issued upon request by contacting Our Customer Services team in accordance with clause 15 on +44 (0) 191 303 2233 or by emailing [help@clevacard.com](mailto:help@clevacard.com) You should be aware that other taxes or costs may exist that are related to the Card but are not paid via Us or imposed by Us.

<b>Fees</b>	<b>GBP</b>
ATM withdrawal (Domestic)	£1.00
ATM withdrawal (International)	£2.00
Foreign Exchange Fee (ATM)	3%
Foreign Exchange Fee (Point of Sale)	3%
ATM balance enquiry	0.30p
ATM decline	0.45p

**Note that some ATM use may be subject to additional fees, surcharges or costs, outside of those charged by Us.**

<b>Limits</b>	<b>GBP</b>
Maximum limit per ATM transaction	£300
Maximum daily ATM limit	£500
Maximum amount to be loaded per year	£55,000
Maximum load amount per transaction	£5,000
Maximum daily load limit	£5,000
Maximum number of loads per day	3
Maximum amount authorised per load per month	£10,000
Maximum limit per single Point of Sale transaction	£1,500
Maximum balance on card	£12,000

#### 5. HOW TO USE THE CARD

- 5.1 A Card may only be used by You or through one or more Cardholders acting on Your behalf. The Card is otherwise non-transferable, and You are not permitted to allow any other person to use the Card, for example, by disclosing Your PIN or allowing them to use Your Card details to purchase goods via the internet.
- 5.2 We will be entitled to assume that a transaction has been authorised by You, or a Cardholder acting on Your behalf, and You have therefore given Your consent to a transaction where either:
- 5.2.1 the magnetic strip on the Card was swiped by the retailer or the Card was inserted into a chip & PIN device;
  - 5.2.2 the Card PIN was entered or a sales slip was signed; or
  - 5.2.3 the Card is tapped against a Contactless enabled reader and accepted by such reader.
  - 5.2.4 relevant information was supplied to the retailer that allows them to process the transaction, for example providing the retailer with the 3-digit security code on the back of the Card in the case of an internet or other non-face-to-face transaction.
- 5.3 Normally, We will receive notification of Your authorisation by way of an electronic message in line with the rules and procedures of the payment scheme Visa network. Once You have authorised a transaction, the transaction cannot be stopped or revoked. However, You may in certain circumstances be entitled to a refund in accordance with clauses 13 and 14.
- 5.4 On receipt of notification of the authorisation of a transaction and the transaction payment order, normally We will deduct the value of the transaction, plus any applicable fees and charges, from the Available Funds. The transactions will be executed as follows;

- 5.4.1 Within the EEA We will execute any transaction:
  - 5.4.1.1 in euro;
  - 5.4.1.2 executed wholly within Gibraltar in sterling; or
  - 5.4.1.3 involving only one currency conversion between the euro and sterling, provided that the required currency conversion is carried out in Gibraltar and, in the case of cross-border transactions, the cross-border transfer takes place in euro, by transferring the amount of the transaction to the payment service provider of the retailer by the end of the next Business Day following the receipt of the payment order.
- 5.4.2 Any other transactions within the EEA will be executed no later than 4 Business Days following the receipt of the payment order.
- 5.4.3 If the payment service provider of the retailer is located outside the EEA, We will execute the transaction as soon as possible.
- 5.4.4 The payment order will be received when We receive it from the retailer's payment service provider or directly from You. If We receive the payment order on a non-Business Day or after 4:30 pm on a Business Day, it will be deemed received by Us on the following Business Day.
- 5.5 Under normal circumstances, if any payment is attempted that exceeds the Available Funds, the transaction will be declined. In certain circumstances, a transaction may take the Available Funds into a negative balance – this will normally be where the retailer has failed to seek authorisation for the transaction. In these cases, We will attempt to recover some or all of the money from the retailer if We can, providing that We are satisfied that You or the Cardholder have not deliberately used the Card in the manner that would result in a negative balance. We will handle such instances on a case-by-case basis, but where there is a negative balance in the Wallet, We may require You to make up the shortfall and, until there are Available Funds, We may restrict or suspend the use of Your Card.
- 5.6 The Card may be used in full or part payment for purchases. In the case of part payment, the Cardholder will be required to pay the outstanding amount of the purchase by an alternative means, for example, cash or debit card or credit card.
- 5.7 The Card may be used to conduct Contactless transactions. When using the Card for Contactless transactions, a maximum limit will apply. The limit is regulated by Visa and may vary from time to time.
- 5.8 If the Card is used for a transaction in a currency other than the currency that the Card is denominated in, the transaction will be converted to the currency that the Card is denominated in by the Visa Card scheme network at a rate set by Visa Europe Limited.
 

The exchange rate varies throughout the day and is not set by Us, therefore We are not responsible for and cannot guarantee You will receive a favourable exchange rate. Changes in the exchange rates may be applied immediately and without notice. You can ask Us for information about the exchange rate used after the transaction has been completed by contacting Our Customer Services team in accordance with clause 15. You will also be notified of any applicable exchange rate for each transaction in Your online account, which is updated daily, where the exchange was performed by Us.
- 5.9 Normally, We will be able to support transactions 24 hours per day, 365 days per year. However, We cannot guarantee this will be the case, and in certain circumstances, for example a serious technical problem or maintenance, We may be unable to receive or complete transactions.

## **6. RESTRICTIONS ON USE OF CARD**

- 6.1 You must ensure that You have sufficient Available Funds to pay for each purchase or payment using the Card.

- 6.2 The Card is not linked to a bank deposit account and is not a cheque guarantee card, charge card or credit card, nor may it be used as evidence of identity.
- 6.3 The Card may not be used for gambling or illegal purposes. Furthermore, certain types of transactions may be blocked.
- 6.4 The source of funds to load a Wallet may only be that of the Cleva Client. The Card can only spend from funds available on a Wallet that the Card is associated with it at the time of the transaction. Loading by Cardholders or by another source is not permitted. For the purposes of preventing fraud, money laundering, terrorist financing or any other financial crime We reserve the right to vary limits and to decline any reload at any time. The Wallet and Card may only be loaded via channels that We approve. The type and nature of these load channels will depend on the commercial relationship We have with Our partners. We will describe these load channels applicable to Your Wallet in the Cleva Client agreement, however, should You have any questions about ways to load Your Wallet please contact Our Customer Services team in accordance with clause 15.
- 6.5 Spending and cash withdrawal limits apply to Cards as set out in clause 4. In addition, the Cleva Client may set additional spending, cash withdrawal and other limits on CAT which may apply to the Card. By default, Cards are issued without ATM functionality and it is at the discretion of the Cleva Client whether to enable this on a per Card basis.
- 6.6 Any pre-authorisation amount (such as a hotel booking or car hire) will place a “hold” on Your Available Funds until the retailer sends Us the final payment amount of the purchase. Once the final payment amount is received, the pre-authorisation amount on hold will be removed. It may take up to 30 days for the hold to be removed. During the hold period, You and the Cardholders will not have access to the pre-authorised amount.

## **7. MANAGING YOUR CARD**

You will need access to the internet to manage Your Wallet and the associated Cards. You may check the balance and Available Funds on Your Wallet in the App. You may view a statement of recent transactions, which will be updated daily, by using the App.

## **8. EXPIRY OF THE CARD**

- 8.1 Your Card will expire on the Expiry Date. On that date, subject to clause 8.2 below, this Agreement will terminate in accordance with clause 10, the Card will cease to function and You will not be entitled to use the Card.
- 8.2 In some cases, We may issue a new Card to You shortly before the Expiry Date, however, We are not obligated to do so, and may elect not to issue a replacement Card at Our sole discretion. If We do issue a new Card, a new Expiry Date will apply and the new Card will expire on that Expiry Date.
- 8.3 If You do not wish to receive a replacement Card, You may terminate this Agreement free of charge as set out in clause 10.3.

## **9. TERMINATION AND REDEMPTION PROCEDURE**

- 9.1 You, the Cleva Client, may terminate this Agreement, Your Wallet and the Cards in accordance with clause 10.3 and redeem all of the Available Funds by contacting Your customer success manager at Cleva. Upon expiry of this Agreement, You, the Cleva Client, may redeem all of the Available Funds free of charge.
- 9.2 Before termination and during Your Agreement with Us You, the Cleva Client, may redeem some or all of the Available Funds by contacting your customer success manager at. We will normally arrange an electronic transfer to return funds to Your account that the funds were received from..
- 9.3 We will not complete Your redemption request if We believe You have provided false information, We are concerned about the security of a transaction or if Your Wallet is not in good standing.

- 9.4 If You request redemption of the entire remaining balance in accordance with clause 9.1, We will assume that it is Your intention to terminate this Agreement and will cancel Your Wallet and Cards.
- 9.5 If for any reason You have some Available Funds left following the termination of the Agreement, You may redeem them in full within a period of up to six (6) years following the date of termination.
- 9.6 For the avoidance of doubt, termination of this Agreement does not effect the agreement between Cleva and the Cleva Client.

## **10. EXPIRY AND TERMINATION OF THIS AGREEMENT**

- 10.1 Subject to clauses 10.2, 10.3 and 10.4, this Agreement will terminate on the Card Expiry date unless:
- 10.1.1 a replacement Card being issued to You on or before the Expiry Date of Your Card in accordance with clause 8.2; or
  - 10.1.2 a request for cancellation by You and/or redemption by You of the entire remaining balance on Your Wallet in accordance with clause 9.2 and 9.4 above. There are no cancellation fees.
- 10.2 We may terminate this Agreement:
- 10.2.1 if You or a Cardholder breach an important part of this Agreement, or repeatedly breach the Agreement and fail to resolve the matter within ten (10) Business Days, or use Your Card or any of its facilities in a manner that We reasonably believe is fraudulent or unlawful;
  - 10.2.2 if You or a Cardholder act in a manner that is threatening or abusive to Our staff, or any of Our representatives; or
  - 10.2.3 if You fail to pay fees or charges that You have incurred or fail to put right any shortfall on the balance of Your Card.
- 10.3 We may terminate the Agreement for no or any reason, including the reasons above, by giving You thirty (30) day's written notice.
- 10.4 You may terminate the Agreement by contacting Us using the contact details in clause 15.1 and providing thirty (30) day's written notice to Customer Services.
- 10.5 If the Agreement terminates, We will cancel Your Wallet and all Cards and You must tell Us as soon as practicable what You want Us to do with any unused Available Funds by writing to [help@clevacard.com](mailto:help@clevacard.com).

## **11. KEEPING YOUR CARD AND DETAILS SAFE; LIABILITY OF CLEVA CLIENT**

- 11.1 We will assume that all transactions entered into by You or a Cardholder with Your Card, or Card details, are made by You or a Cardholder unless You notify Us otherwise in accordance with clause 14.1.
- 11.2 You, the Cleva Client, are responsible for keeping and ensuring that each Cardholder keeps Your Card and its details safe, and You, the Cleva Client, are responsible for all Card transactions, fees under the Agreement, and losses and liabilities arising from the use or misuse of the Card or Wallet. This means You must take and ensure that each Cardholder takes all reasonable steps to avoid the loss, theft or misuse of the Card or details. Do not disclose, and ensure that no Cardholder discloses, the Card details to anyone except where necessary to complete a transaction.
- 11.3 You must keep and ensure that each Cardholder keeps Your PIN safe at all times. This includes:

- 11.3.1 memorising Your PIN as soon as You receive it;
- 11.3.2 never writing the PIN on the Card or on anything You usually keep with Your Card;
- 11.3.3 keeping the PIN secret at all times, including by not using Your PIN if anyone else is watching; and
- 11.3.4 not disclosing the PIN to any other person.

Failure to comply with this may be treated as gross negligence and may affect Your ability to claim any losses. **YOU MUST NEVER COMMUNICATE YOUR PIN TO ANYONE ELSE (OTHER THAN A CARDHOLDER) IN WRITING OR OTHERWISE.** This includes printed messages, e-mails and online forms.

## **12. LOST, STOLEN OR DAMAGED CARDS**

- 12.1 If You lose or any Cardholder loses Your Card or it is stolen or damaged or You suspect it has been used without Your authority, You must block your Card without undue delay as soon as You become aware of this by marking your Card as blocked on the Cleva App or CAT (as applicable). You must then notify the Customer Services team that your Card has been lost, stolen or damaged using the Customer Service details in clause 15.

Alternatively, if you become aware during the Customer Services opening hours, You can telephone Our Customer Services team without undue delay in accordance with clause 15 of this Agreement. You will be asked to provide Your token number and/or other information to verify that You are the customer or the notifier is an authorised Cardholder. Following satisfactory completion of the verification process, We will then immediately block any lost or stolen Card to prevent unauthorised use and cancel any damaged Card to prevent further use.

- 12.2 After You have notified Us of the loss, theft or risk of misuse, and providing that We are able to identify Your Card and satisfy certain security checks, We may issue a replacement Card and/or PIN to You. Certain fees may apply for the re-issue of a lost or stolen card, please see clause 4 for further details.

## **13. PURCHASES FROM RETAILERS**

- 13.1 We are not responsible for the safety, legality, quality or any other aspect of the goods and services purchased with the Card.
- 13.2 Where a retailer provides a refund for any reason (for example, if You return the goods as faulty), it can take several days for the notification of the refund and the money itself to reach Us. As such, please allow 5-10 Business Days from the date the refund was carried out for the refund to be applied to Your Card.

## **14. TRANSACTION DISPUTES AND CARD SUSPENSION**

- 14.1 If You believe that a transaction was incorrectly carried out, in order to potentially get a refund You must contact Our Customer Services team without undue delay - as soon as You notice the problem, and in any case no later than thirteen (13) months after the amount of the transaction has been deducted from the Available Funds. If We are liable for an incorrectly executed transaction, We will refund the transaction. Our Customer Services team may require You to complete a dispute declaration form. We may carry out an investigation prior to any refund and You agree to co-operate with Our investigation.
- 14.2 You, the Cleva Client, will be liable for all losses incurred in respect of an unauthorised transaction.
- 14.3 In certain circumstances, a transaction will be initiated but not fully completed. Where this happens, this may result in the value of the transaction being deducted from the Available Funds and therefore unavailable for use – We refer to this as a “hanging authorisation” or “block”. In these cases, You will need to contact Our Customer Services team in accordance with clause 15 and present relevant evidence to show that the transaction has been cancelled or reversed.
- 14.4 In certain circumstances, We may without notice refuse to complete a transaction that You or a Cardholder have authorised. These circumstances include:



- 14.4.1 if We have reasonable concerns about the security of Your Card or We suspect Your Card is being used in a fraudulent or unauthorised manner;
  - 14.4.2 if there are not sufficient Available Funds to cover the transaction and all associated fees at the time that We receive notification of the transaction;
  - 14.4.3 if there is an outstanding shortfall on Your Available Funds;
  - 14.4.4 if We have reasonable grounds to believe You or any Cardholder are acting in breach of this Agreement;
  - 14.4.5 if there are errors, failures (mechanical or otherwise) or refusals by retailers, payment processors or payment schemes processing transactions; or
  - 14.4.6 if We are required to do so by law.
- 14.5 Unless it would be unlawful for Us to do so, where We refuse to complete a transaction for You or any Cardholder in accordance with clause 14.4 above, We will notify You as soon as reasonably practicable of the refusal and the reasons for the refusal, together, where relevant, with the procedure for correcting any factual errors that led to the refusal.
- 14.6 We may suspend Your Card, in which case You will not be able to use it for any transactions, if We have reasonable concerns about the security of Your Card or We suspect Your Card is being used in a fraudulent or unauthorised manner. We will notify You of any such suspension in advance, or promptly after if this is not possible, and of the reasons for the suspension unless to do so would compromise reasonable security measures or otherwise be unlawful. We will lift the suspension and, where appropriate, issue a new Card free of charge as soon as practicable once the reasons for the suspension cease to exist. You may also contact Our Customer Services team in accordance with clause 15 to arrange for a suspension to be lifted if appropriate.
- 14.7 The Cardholder and/or Cleva Client may request to have the Card temporarily frozen by contacting Customer Services or via the App or CAT. Only We or the Cleva Client will be able to block / unblock a Card.
- 14.8 Applying for a Card to be temporarily blocked shall not satisfy the obligation of the Cardholder or Cleva Client to inform Us of the suspected or actual loss, theft, misuse or fraudulent use of the Card or of the related data. The Cleva Client will be responsible for all the cards issued to them.

## **15. CUSTOMER SERVICES, COMMUNICATION AND COMPLAINTS**

- 15.1 Our Customer Services team can be contacted between 8am and 8pm (GMT/BST as applicable) Monday to Sunday, every day except for Christmas Day. During these hours We will endeavour to resolve all enquiries as quickly as possible, however, please note that certain types of enquiries can only be resolved during normal business opening hours. You can contact Our Customer Services team by the following methods:
- telephoning +44(0) 191 303 2233
  - emailing to [help@clevacard.com](mailto:help@clevacard.com), or
  - writing to Cleva Technology Services Limited, Unit 6, Ground Floor, Metro Riverside Park, Riverside Way, Gateshead, NE11 9DJ.
- If We need to contact You or send You a notification under this Agreement, We will do so by sending an email to the email address provided by the Cleva Client for such communications.
- 15.2 Our business opening hours are Monday to Friday, 9am to 5pm (GMT or BST, as applicable). Correspondence received after the close of business on a particular day or on a non-Business Day will be treated as having arrived on the following Business Day.
- 15.3 The Card program is managed by Cleva. If You are not satisfied with any element of the service

You receive, any complaints should be made to Our Customer Services team using the contact details in clause 15.1 above. Calls may be monitored or recorded for training purposes.

- 15.4 If having received a response from Cleva's Customer Services you are unhappy with the outcome you can escalate your complaint in accordance with our complaint policy, available on our website [here](#).

## 16. LIMITATION OF LIABILITY

- 16.1 None of the organisations described in clauses 1.2, 1.3 and 1.4 will be liable for:

16.1.1 any fault or failure relating to the use of the Wallet or Card that is a result of abnormal and unforeseeable circumstances beyond Our control which would have been unavoidable despite Our reasonable efforts to the contrary, including but not limited to, a fault in or failure of data processing systems;

16.1.2 the goods or services that a Cardholder purchases with Your Card;

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

16.1.4 a merchant refusing to honour a transaction or refusing a payment; or

16.1.5 any acts or omissions that are a consequence of Our compliance with any national or European Union law.

In any event the liability of the organisations described in clauses 1.2, 1.3 and 1.4 will be limited to the balance of the Wallet at the time that the event occurs.

- 16.2 In addition to the limitations set out in clause 16.1, Our liability shall be limited as follows:

16.2.1 where Your Card is faulty due to Our fault, Our liability shall be limited to the replacement of the Card or repayment to You of the Available Funds on Your Wallet; or

16.2.2 where sums are incorrectly deducted from Your Card due to Our fault, Our liability shall be limited to payment to You of an equivalent amount.

- 16.3 In all other circumstances of Our default, Our liability will be limited to repayment of the amount of any Available Funds on the Wallet.

- 16.4 Nothing in this Agreement shall exclude or limit any regulatory responsibilities We have which We are not permitted to exclude or limit, or Our liability for death or personal injury.

- 16.5 If You or a Cardholder have used Your Card or allowed Your Card to be used fraudulently, in a manner that does not comply with this Agreement, for illegal purposes, or if You or a Cardholder have allowed Your Card or details to be compromised due to Your or a Cardholder's gross negligence, You will be held responsible for the use and misuse of the Card. We will take all reasonable and necessary steps to recover any loss from You, and there shall be no maximum limit to Your liability except where relevant laws or regulations impose such a limit. This means You should take care of Your Card and details and act responsibly, or You will be held liable.

- 16.6 **The Gibraltar Deposit Guarantee Scheme does not apply to Your Card or Wallet. This means that in the unlikely event that IDT became insolvent, Your Card may become unusable and any funds associated with Your Card may be lost. By using Your Card and by entering into this Agreement You are indicating that You understand and accept these risks.**

- 16.7 As a responsible e-money issuer We take the security of Your money very seriously. Your funds are held in a secure client account, specifically for the purpose of redeeming transactions made via Your Card. In the unlikely event of any insolvency, funds that have reached Our account will be protected against claims by creditors. We will be happy to talk through any questions or concerns You might have. Please contact Our Customer Services team for further information.

## 17. YOUR PERSONAL INFORMATION

- 17.1 We collect certain information about You and the Cardholders in order to operate the Card programme. Cleva and IDT are Independent data controllers of Your personal data, and will manage and protect Your personal data in accordance with the Data Protection Act 2018 (as amended) (UK), and the Data Protection Act 2004 (as amended) (Gibraltar) respectively.
- 17.2 We may transfer Your personal data outside the EEA to Our commercial partners where necessary to provide Our services to You, such as customer service, account administration, financial reconciliation, or where the transfer is necessary as a result of Your request, such as the processing of any international transaction. When We transfer personal data outside the EEA, We will take steps to ensure that Your personal data is afforded substantially similar protection as personal data processed within the EEA. Please be aware that not all countries have laws to protect personal data in a manner equivalent to that of the EEA. Your use of Our products and services will indicate to Us that You agree to the transfer of Your personal data outside the EEA. If You withdraw Your consent to the processing of Your personal data or its transfer outside the EEA, which You can do by using the contact details in clause 15.1, We will not be able to provide Our services to You. Therefore, such withdrawal of consent will be deemed to be a termination of the Agreement.
- 17.3 Unless You have provided Your explicit permission, Your personal data will not be used for marketing purposes by Us or Our commercial partners (unless You have independently provided Your consent to them directly), nor will it be shared with third parties unconnected with the Card programme.
- 17.4 You have the right to request details of the personal information that is held about You, and You may receive this by writing to Us. Where legally permitted, We may charge for this service.
- 17.5 Please refer to the Privacy Policy of IDT <https://idtfinance.com/privacy-policy/> and the Privacy Policy of Crunch via [clevacard.com](https://clevacard.com) for full details, both of which You accept by entering into this Agreement.

## **18. CHANGES TO THE AGREEMENT**

- 18.1 Subject to the rest of this clause 18, this Agreement may be changed or amended by Us at any time for legal, regulatory, commercial or security reasons, or to enable the proper delivery of or to improve the delivery of the Card scheme, or for any other reasons.
- 18.2 If any changes are made, they will be publicised on Our Website one (1) month before the changes take effect (unless the law requires or permits Us to make a more immediate change). Copies of the most up-to-date version of the Agreement will also be made available on Our Website at all times.
- 18.3 You will be deemed to have accepted the change if You do not notify Us otherwise prior to the date the change takes effect and continue to use the Card. If You do not accept the change, You may end this Agreement by giving Us one (1) month's notice.

## **19. ASSIGNMENT**

We may assign the benefit and burden of this Agreement to another company at any time by giving You one (1) month's notice of this. If We do this, Your rights will not be affected. You will indicate agreement to the assignment by the continued use of the Card following the notice period. If You do not agree to the assignment, You may cancel the Agreement and request a return of the Available Funds.

## **20. 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.

## **21. LAW AND COURTS**

The Agreement, and Your relationship with Us arising out of or relating to the Agreement, will be governed by the law of England and Wales. All disputes arising out of or relating to the Agreement shall be subject to the exclusive jurisdiction of the Gibraltar courts.