

IKEA Family Credit Card

General Terms and Conditions for the Use of the IKEA Family Credit Card

These Terms and Conditions apply to the Ikea Family Credit Card (hereinafter the "Card") issued by Cembra Money Bank Ltd. (hereinafter the "Issuer"), a full-featured Mastercard credit card. The Card is issued as a primary Card in the name of the applicant or as an additional Card in the name of a person living in the same household. These persons are hereinafter referred to as the "Cardholder", unless there is an explicit distinction between primary and additional Cardholders. In addition, the applicable product- and service-specific provisions and privacy statements shall apply.

1 CARD ISSUE, VALIDITY PERIOD, RENEWAL AND RECOVERY

1.1 Card Issue, PIN Code, Ownership

After the conclusion of the credit card contract with the Issuer, the applicant shall receive a personal, non-transferable Card as well as a personal code (hereinafter "PIN code") for the use of the Card. Each Card issued shall remain the property of the Issuer.

1.2 Expiry and replacement of Cards

The Card expires at the end of the validity period indicated on the Card. It must be rendered unusable immediately after expiry of the validity period. Unless otherwise notified, a new Card will be automatically delivered to the Cardholder prior to expiry of the Card term. In the case of replacement Card orders, but not in the case of renewals after expiry of the validity period, the Issuer may charge a replacement Card fee. The Cardholder is not entitled to a specific Card design. The Issuer reserves the right to change the Card design at any time.

1.3 Termination of the contractual relationship

The Cardholder has the right to terminate the contractual relationship in writing at any time without stating reasons. In the event of termination of the primary Card, the additional Card shall also be deemed to have been terminated. The contractual relationship underlying the additional Card(s) may be terminated in writing by the primary or additional Cardholder. The Issuer reserves the right to terminate the contractual relationship at any time without stating reasons, not to renew or replace Cards, and to block and/or demand the return of Cards. Upon termination of the contractual relationship, recovery or return of the Card(s), billed amounts must be paid immediately. Amounts that have not yet been billed must be paid immediately upon receipt of the bill. The Issuer shall be entitled to no longer credit any amounts based on loyalty programmes. Where the Issuer has demanded the return of Cards, the Cardholder is obliged to render such Cards unusable immediately and shall do so with respect to cancelled Cards upon termination of the contract.

2 USE OF THE CARD

2.1 Use of the Card and approval

The Card entitles the Cardholder to pay for goods and services at the corresponding Mastercard Point of Acceptance (hereinafter "Points of Acceptance" or "POA") as follows within the credit limits set by the Issuer:

- (a) using the PIN code;
- (b) by signing for the payment;
- (c) based on personal authorisation other than by PIN code or signature, for example by using a password or other means of identification specified by the Issuer (e.g. in the case of mobile payment solutions) in accordance with separate terms of use or in another manner specified by the Issuer or agreed with the Issuer;
- (d) by using tokenisation technology, where the Card number and expiry date may be replaced by a token used to process payment;
- (e) on the basis of telephone, internet, correspondence and any other purchases or services where the Cardholder waives personal authorisation and where the transaction is initiated solely by providing the Cardholder's name, Card number, expiry date and, if requested, the Card verification code (CVC) displayed on the signature strip; in the case of internet transactions, the entry of a password, authorisation through the use of an app or in another manner specified by the Issuer may be necessary;
- (f) by using the Card without a PIN code, signature or other personal authorisation (e.g. for automated pay points in car parkings, on motorways or for contactless readers).

In addition, the Cardholder is entitled to use his Card for cash withdrawals at authorised offices and appropriately designated ATMs in Switzerland and abroad.

A transaction initiated in accordance with a)–f) hereof and the use of his Card to withdraw cash by entering a PIN code or signing the receipt shall be deemed to have been authorised by the Cardholder, even if the person initiating the transaction is not the Cardholder. Consequently, the Cardholder acknowledges the established claim of the POA. At the same time, the Cardholder expressly and irrevocably instructs the Issuer to pay the amounts to the relevant POA. The Issuer shall be entitled to charge the amount of the transaction thus effected and electronically registered to the Cardholder. Thus, the Cardholder bears the risks arising from misuse of the Card, subject to Section 4.1 below.

Transactions initiated in accordance with a)–f) hereof may be used to effect one-off, recurring or future payments of an indefinite amount. Mastercard offers update services that enable participating POAs and providers of mobile payment solutions to provide updates of the current expiry date of the Card. If the Cardholder stores his Card data for recurring payments (e.g. for online services, subscriptions or services such as PayPal) with such POAs and providers, his new Card data will automatically be forwarded to these POAs and providers via Mastercard at the time of the renewal of his or her Card. This ensures smooth use of the Card. The Cardholder agrees that the Issuer may

transfer his Card number and the expiry date of his Card to Mastercard for the purpose of performing update services. As part of the update service, Mastercard may engage additional data processors and, together with them, process data in Switzerland and abroad (including in countries without an adequate level of data protection). However, appropriate measures are taken to protect customer data and the data processors are obliged to ensure adequate data protection. The Cardholder may delete the Card data stored at the POAs at any time or contact the Issuer by telephone and arrange to prevent the automatic forwarding of the Card data. Cancellation of a recurring payment does not interrupt any subscription, which is why the Cardholder must terminate the subscription directly with the POA.

No transactions are possible in countries that are subject to certain sanctions and embargoes. The current list of affected countries is available at www.cembra.ch/cards/legal. The Card may not be used in these countries. The Cardholder shall use his Card only within the limits of his financial means. Cardholders may not use the card for illegal purposes.

2.2 Duties in connection with the use of the Card

When signing a manually prepared or electronically generated purchase or withdrawal receipt, the signature must match that on the Card. The POA may request the Cardholder to produce an official identity document. The receipt must be retained by the Cardholder.

2.3 Fee for cash withdrawals

A fee may be charged for cash withdrawals at ATMs and counters in Switzerland and abroad. The amount of the fee is governed by the applicable fee schedule.

2.4 Conversion of foreign currencies

If the Card is used in foreign currencies, the Cardholder acknowledges a processing surcharge on the total amount converted into Swiss francs and the exchange rate used by the Issuer on the date the international transaction is processed. The amount of the processing surcharge is governed by the applicable fee schedule.

2.5 Transaction fee

If the Card is used for payment in Swiss francs abroad (including internet transactions with POAs based abroad according to the imprint), the Issuer may charge a fee. The amount of the fee is governed by the applicable fee schedule.

2.6 Interchange Fee

The Issuer receives an interchange fee from the acquirer (companies that solicit merchants and service providers to accept credit cards and conclude corresponding agreements with them) for transactions carried out with the Card. The interchange fee is intended in particular to cover the costs of transaction processing and the costs associated with the risks of granting credit, to the extent these are not already covered in the fee schedule.

2.7 Restriction or extension of the options for Card use

The options for using the Card, PIN code and credit and subscription limits may be extended, restricted or revoked at any time. Special daily and aggregate limits apply to cash withdrawals and transactions. The credit or withdrawal limits may be requested from the Issuer. The Cardholder acknowledges that the Issuer may restrict the option of prepayments (prepaid function) on his credit card account at any time and without prior notice.

3 CARDHOLDER'S DUTIES OF CARE

The Cardholder has the following duties of care:

3.1 Signature

The Card must be signed on the reverse by using an indelible writing medium (e.g. a pen) as soon as it is received. The technology and thus the Card carrier are adapted to the latest standards. Cards without signature fields will meet the new standard in the future.

3.2 Storage of the Card

The Card must be stored carefully at all times. Except for the intended use as a means of payment, the Card may in particular not be handed over to third parties or otherwise made accessible.

3.3 Loss, theft and misuse of the Card

If the Card is lost, stolen or if there is any other risk that it may be misused, the Issuer must be notified immediately.

3.4 Confidentiality of PIN code

The Cardholder is obliged to keep the PIN code secret at all times. The PIN code may not be passed on to third parties or recorded, even in encrypted form. The personally modified PIN code may not consist of easily identifiable combinations, such as telephone numbers, dates of birth or car registration numbers.

3.5 Verification of the monthly bill and reporting of fraud

If fraud or other irregularities are apparent in particular on the monthly bill, they must be reported to the Issuer by telephone immediately upon discovery. A written complaint must also be submitted no later than 30 days after the date of the relevant monthly bill, otherwise the monthly bill or the account statement shall be deemed to have been approved by the Cardholder. If the Cardholder receives a claim form, he must complete and sign it and return it to the Issuer within 10 days of receipt. In the event of a claim, the Cardholder is obliged to file a criminal complaint with the relevant police authorities, requesting a copy of the complaint.

3.6 Notification of changes

Any changes to the information provided in the application (name, address, mobile phone number and account changes as well as changes of the beneficial owner(s) or

nationality) as well as any significant deterioration in income or financial circumstances must be notified to the Issuer immediately in writing. In addition, the Issuer must be informed immediately if changed facts give rise to new tax liability outside Switzerland, particularly in the USA. Until receipt of a new address, notices from the Issuer to the last reported address shall be deemed to have been validly delivered.

3.7 Payment transactions on the Internet

If a payment method supported by the Issuer or the merchant is available with increased security (e.g. SecureCode or Identity Check from Mastercard), the Cardholder is obligated to use it.

3.8. Means of access

The Issuer may provide the Cardholder with personal Means of Access, e.g. access app, PIN code, SMS activation code (hereinafter "Means of Access"). These Means of Access enable the Cardholder to identify himself during the use of the Issuer's digital services and may only be used for the intended purpose. The Issuer may modify the personal Means of Access at any time. The Issuer is authorised to send the Cardholder confirmation and activation codes, which can be used once, to the mobile phone number provided to the Issuer for this purpose; we are unable to rule out the possibility that it may be possible for third parties such as network or service operators to draw conclusions about the banking relationship or to gain access to bank client information.

Any person who has successfully identified himself using the Cardholder's personal Means of Access shall be deemed authorised to issue binding instructions to the Issuer. In such case, the Issuer shall carry out the identity check with the standard of care customary in the business. Accordingly, the instructions received shall be deemed to have been issued by the Cardholder. The Issuer will be deemed to have properly performed its contractual obligations if it follows these instructions in the ordinary course of business.

3.9 Renewal

If the Cardholder does not receive his new Card at least 10 days before the expiry date of the previous Card, he must notify the Issuer immediately.

4 RESPONSIBILITY AND LIABILITY

4.1 Assumption of losses where there has been no fault on the part of the Cardholder

If the Cardholder has complied with the duties of care specified in section 3 and is not otherwise at fault, the Issuer shall bear any losses incurred by the Cardholder as a result of misuse of the Card by third parties or as a result of forgery or falsification of the Card by third parties. "Third parties" do not include closely related persons, relatives or persons otherwise associated with the Cardholder, such as life partners, authorised representatives and persons living in the same household as the Cardholder. Losses for which an insurance company is responsible, as well as any consequential losses of any kind, to the extent permitted by law, are not covered. In the event of any loss being assumed by the Issuer, the Cardholder must assign his claims arising from the event of loss to the Issuer.

4.2 In the event of a breach of the duties of care

A Cardholder who fails to comply with his duties of care shall be fully liable for all losses resulting from misuse of the Card until such time as a possible block is effective.

4.3 For transactions concluded with the Card

The Issuer disclaims any warranty or liability for the transactions concluded using the Card; in particular, any complaints regarding goods or services purchased as well as differences of opinion and claims arising from these legal transactions must be settled directly with the relevant POA. Nevertheless, Cardholders must still pay the full amount of the monthly bill by the due date.

4.4 If the Card is not accepted

The Issuer accepts no liability in the event that a POA refuses for any reason to accept the Card or if payment cannot be made with the Card for technical or other reasons. The same shall also apply in cases where the card cannot be used at an ATM, or if the card is damaged or rendered unusable by an ATM.

4.5 For additional Cards

The primary Cardholder shall be jointly and severally liable without limitation for all obligations arising from the use of the additional Card and undertakes to pay for them. Liability for losses arising from misuse by third parties or as a result of forgery or falsification are governed by Section 4.1.

4.6 Upon termination of the contractual relationship, recovery or return of the Card(s)

The right to use the Card, in particular also for telephone, correspondence or internet orders, shall expire, in any event, upon termination of the contractual relationship or after the return of the Card has been requested or it has been returned. Even after termination of the contract or after the return of the Card has been requested, the Cardholder is liable for any losses caused by him. Unlawful use of the Card may result in civil and/or criminal prosecution.

5 TERMS OF PAYMENT/FEEES

5.1 Options and description

The Cardholder is provided with an overview of the transactions on a monthly basis in a bill indicating the transaction and posting date, the POA and the transaction amount in the Card currency and, where applicable, in the transaction currency. The transaction date is also the due date. The Issuer may charge fees for sending the monthly bill by post as well as for deposits at the post office counter. The amount of the fees is governed by the applicable fee schedule. The following payment options are available to the Cardholder:

- payment of the entire net bill amount within 20 days of the bill date. For transactions effected during the current billing period, no interest accrues upon timely payment, and these amounts are therefore billed in the first bill without interest;
- LSV/Debit Direct: Direct debit of the bank or postal account specified in a separate order. If, in the case of LSV/Debit Direct, the debit is rejected by the

correspondent bank, the Cardholder must pay the outstanding bill amount by payment slip;

- payment in monthly instalments in accordance with the following payment and credit terms:

The minimum amount to be paid each month shall be determined by the Issuer and is indicated on the monthly bill. It is equal to at least 3% of the total outstanding monthly billed amount, but at least CHF 50.00. If the Cardholder avails himself of the option of partial payment, he shall be charged the contractually agreed annual interest on all billed amounts up to full payment to the Issuer. The interest is calculated from the relevant transaction date and shown separately in the next monthly bill and billed there along with the unpaid amount of the last monthly bill and the new withdrawals made since then. Partial payments shall be credited in respect of further interest from the date of receipt of payment. The Issuer may at its own discretion offset partial payments against individual outstanding amounts. The Cardholder may pay the entire outstanding amount at any time. If he exercises this right, no further credit interest shall be charged as of the date of receipt of payment. The Issuer may apply a reduced annual interest rate for transactions with certain POAs. The relevant applicable provisions on the reduced annual interest rate may be requested from Customer Service or accessed on the internet at ikea.ch/creditcard.

5.2 Payment default

If the minimum amount is not paid by the date indicated on the monthly bill, the Cardholder shall be immediately in default upon expiry of this deadline without any requirement for a reminder and shall pay default interest in the amount of the contractually agreed annual interest retroactively from the relevant transaction date. Following the occurrence of the default, the Issuer shall be entitled to charge a fee for each bill or reminder until the outstanding amounts have been settled. In the event of repeated payment default, the Issuer shall be entitled, in the event it is unsuccessful in making contact in writing or orally, to send payment reminders to the Cardholder by text message and/or e-mail. This right of the Issuer exists irrespective of whether the Cardholder has consented to the use of electronic communication.

5.3 Exceeding the credit limit

Any outstanding amounts in excess of the credit limit must be settled immediately and in full.

5.4 Fees and other costs

The fees and other costs charged by the Issuer in connection with these Terms and Conditions and the use of the Cards shall be charged to the Cardholder in accordance with a separate fee schedule. The fee schedule forms part of these Terms and Conditions. The currently applicable fee schedule may be requested from Customer Service or accessed on the internet at ikea.ch/creditcard.

5.5 Reimbursement of additional expenses

The Cardholder is obliged to reimburse the Issuer for all other expenses (e.g. debt enforcement costs) incurred by the Issuer in the recovery of claims due under this Agreement.

6 AMENDMENTS TO TERMS AND CONDITIONS

The Issuer reserves the right to amend these Terms and Conditions and the other terms at any time. Such changes shall be notified to the Cardholder in writing or electronically (e.g. in the e-service) and shall be deemed to have been approved unless the Cardholder terminates the Card within 30 days and returns it to the Issuer or continues to use it after notification.

7 DATA AND DATA PROTECTION

7.1 Privacy Statement

In addition to these provisions, the Cardholder shall take note of Issuer's Privacy Statement.

7.2 Obtaining information and documents, credit checks

The Issuer is authorised to obtain information in connection with the issue and use of the Card, e.g. from other companies of the Cembra Group (a current list can be found at www.cembra.ch/gruppe, hereinafter "Group Companies"), banks, external credit bureaus, government agencies, the Central Office for Credit Information (ZEK), the Consumer Credit Information Office (IKO) or other agencies, as well as to forward reports to the ZEK, the IKO and to other agencies where required by law. The Cardholder acknowledges the right of the ZEK and the IKO to make such data available to its members. The Cardholder acknowledges the right of the ZEK and the IKO to make such data available to its members. The Cardholder agrees that the Issuer may also include the corresponding information, as well as any other data derived from the relationship with the Issuer, in its own credit database, and authorises the Issuer and all Group Companies to exchange the Cardholder's personal data amongst themselves for credit risk purposes and to process them for such purposes.

7.3 Telephone number display, recording of telephone calls, IVR and anti-fraud

The Issuer is entitled to contact the Cardholder, displaying its telephone number. The Issuer is entitled to record telephone conversations with the Cardholder. All information received will be treated confidentially. At the Issuer's option, telephone conversations may be conducted automatically via the interactive voice response (IVR) system or in person. As part of prevention or of measures against cases of fraud and misuse, the Issuer is further entitled to send warnings and notices to the Cardholder concerning credit limit overruns and the like via electronic means (in particular text and/or email). This right of the Issuer exists irrespective of whether the Cardholder has consented to the terms and conditions governing the use of electronic means of communication. The Cardholder is aware that third parties such as network and service operators may draw conclusions about the banking relationship and gain access to bank client information.

7.4 Data processing for marketing purposes

The Cardholder authorises the Issuer and the Group Companies to use his data from the relationship with the Issuer for marketing purposes and evaluations in Switzerland and abroad and to create profiles from the data. The Cardholder also agrees that his data

from the relationship with the Issuer may be used to send him/her information about the products and services offered by the Issuer, Group Companies and third parties to his postal address, email address or telephone number (e.g. text). The Issuer may instruct third parties to send this information. The Cardholder may refuse the use of customer data for marketing purposes at any time by notifying the Issuer in writing. If the Card bears the name or logo of a third party, the Cardholder authorises the Issuer to make this data (in particular, the full name, e-mail address and telephone numbers) available to the third party in order to carry out its marketing activities and to the partners engaged by the third party for this purpose.

7.5 Data processing in connection with fraud prevention and profiling

In the case of credit card transactions, the credit card number, the date and time of the transaction, the transaction amount, merchant information (name, ID, URL) and, where applicable, the IP address from which the Card sale was initiated are stored. These data are also processed and evaluated in order to create a user profile for the purpose of fraud prevention by specialised service providers in Switzerland or abroad on behalf of the Issuer.

The Cardholder authorises the Issuer and the Group Companies to exchange and process his personal data for fraud prevention purposes.

7.6 Disclosure of data to insurance companies, cooperation partners and banks

If the Card includes insurance or other services provided by cooperation partners, the Cardholder authorises the Issuer to disclose his data to such cooperation partners to the extent necessary for processing of an insurance contract, implementation and administration of the loyalty or value-added programme or the provision of other services associated with the Card. This may include customer and Card data as well as cumulative turnover figures. The details of the transactions are not transmitted. The partner companies use these data for documentation and management of their loyalty programmes and for marketing purposes. The partner companies become the owner of these data and use them on their own responsibility and in accordance with their own data protection rules. The Issuer is also entitled to transfer to the Cardholder's bank or to Swiss Post (for the postal account) the data necessary for the processing of direct debits (LSV/Debit Direct). This expressly excludes data containing details of purchases and cash withdrawals. The Bank/Swiss Post is authorised to notify the Issuer of changes to customer data.

7.7 Outsourcing of data processing

In accordance with its Privacy Statement, the Issuer may partially outsource its services to third parties, in particular in the areas of handling business processes, IT security and system control, market research, the calculation of business-relevant credit and market risks as well as the administration of contractual relationships (e.g. application and contract processing, collection, communication with the Cardholder). The Cardholder agrees that the Issuer may for this purpose disclose, transfer to, and arrange for the processing of its data by, third parties in Switzerland and abroad.

7.8 Data processing abroad

In accordance with its Privacy Statement, the Issuer is entitled to have data processed also in countries whose legislation does not guarantee adequate data protection.

7.9 Confidentiality of data processing

If the above-referenced third parties are not subject to bank-client confidentiality, the data will only be disclosed if the recipients of the data have undertaken in advance to preserve bank-client confidentiality and maintain data protection.

7.10 Waiver of Bank Client Confidentiality

The Cardholder expressly waives bank-client confidentiality with regard to the data processing pursuant to Sections 7.2 to 7.9 above.

8 BANK DIGITAL SERVICES

The Issuer may offer the Cardholder digital services (hereinafter "Cembra digital services"). Access to Cembra digital services and the related functionalities is only possible after the Cardholder has identified himself to the Issuer using his personal Means of Access (see section 3.8). The Issuer may provide the Cardholder with additional terms and conditions for the use of Cembra digital services in electronic form after successful identification. Cembra digital services include, but are not limited to, downloading, installing and/or using apps that may contain references to third parties (e.g. network operators, telephone or computer manufacturers) or the use of unencrypted communication channels (e.g. text messages). These are associated with certain risks, in particular: Disclosure of the banking relationship to third parties; manipulation or falsification of information; misuse due to manipulation by malware or fraudulent use in the event of loss of the device. By using Cembra digital services, the Cardholder accepts, in particular, the foregoing risks and, where applicable, the separate Terms and Conditions of Use.

9 ASSIGNMENT OF RIGHTS UNDER CONTRACT AND SECURITISATION

The Issuer may offer the contractual relationship or its rights under the contractual relationship, e.g. in the context of an assignment of receivables and/or securitisation (securitisation of receivables), in whole or in part, to third parties in Switzerland and abroad for transfer or transfer them to third parties in Switzerland and abroad. It may provide the data relating to the contractual relationship to such third parties at any time. The Cardholder expressly waives bank-client confidentiality in this regard.

10 WAIVER OF SET-OFF

The Cardholder waives the right to offset any claims he may have against the Issuer against his obligations to the Issuer.

11 GOVERNING LAW

The legal relationship between the Cardholder and the Issuer in connection with the use of the Card is governed by Swiss law. Jurisdiction and venue for disputes is governed by the mandatory statutory provisions. To the extent these do not apply, the place of performance, jurisdiction and, for Cardholders domiciled abroad, the place of debt enforcement shall also be Zurich 1. The Issuer shall be entitled to take legal action against the Cardholder before any other competent court in Switzerland or abroad.

Travel Purchase Insurance

INFORMATION REQUIREMENT FOR INSURED PERSONS (INSURANCE CONTRACT LAW)

The following information for persons insured under collective insurance provides an overview of the identity of the Insurer and the material content of the insurance contract (Article 3 (3) of the Swiss Federal Act on Insurance Contracts (hereinafter "ICA"). The specific rights and obligations of the Insured Persons are derived from the Terms and Conditions of Insurance, any application forms, and from the applicable provisions of law (ICA).

1 CONTRACTING PARTIES

Cembra Money Bank AG as the issuer (hereinafter "Issuer") of charge cards and credit cards (hereinafter "Card(s)") with registered offices at Bändliweg, 20 8048 Zurich, has concluded a collective agreement as the policyholder regarding insurance and assistance benefits with the Insurer listed below that grants the Insured Persons (see Para. 2) specific claims to benefits (see Para. 3) vis-à-vis the Insurer with respect to the Cards listed in the Terms and Conditions of Insurance (which likewise include the terms for the assistance benefits), but not vis-à-vis the Issuer.

The Insurer is as follows:

– Chubb Insurance (Switzerland) Ltd. (hereinafter "Chubb"), a stock corporation under Swiss law with registered offices at Bärengasse 32, 8001 Zurich, and shall be referred to in the following as "the Insurer".

Chubb is a subsidiary of Chubb Limited, a NYSE listed company. Consequently, Chubb is subject to certain US laws and regulations, in addition to Swiss Sanctions and other national restrictions, which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries or regions, or regions such as Iran, Syria, North Korea, North Sudan, Cuba and Crimea.

The Insurer can delegate tasks to service providers in accordance with the Terms and Conditions of Insurance.

2 INSURED PERSONS

The Insured Persons are derived from the definition under Section 1 (Definitions) of the General Terms and Conditions of Insurance.

3 INSURED RISKS, SCOPE OF INSURANCE COVER AND ASSISTANCE BENEFITS

The insured risks and the scope of insurance cover (including exclusions from insurance cover) as well as the assistance benefits are derived from the Terms and Conditions of Insurance, and particularly from the Table of Benefits.

4 HOW IS THE PREMIUM CALCULATED?

Unless otherwise agreed (insurance included in the Cards), the insurance premium shall be paid by the Card Issuer.

5 WHAT ARE THE DUTIES AND OBLIGATIONS OF THE INSURED PERSONS?

The duties and obligations are listed in detail in the Terms and Conditions of Insurance as well as in the ICA (Insurance Contract Act).

The following are material duties of the Insured Persons, for example:

- If a damage event occurs, it must be reported to the Insurer without undue delay.

The Insured Persons must cooperate with the Insurer's investigations, e.g. in case of a claim, and must submit all necessary documentation (obligation to cooperate).

- In case of a claim, reasonable steps to reduce and resolve the damage must be taken (duty to reduce damage).
- The Principal Cardholder is obligated to inform the other Insured Persons as necessary (particularly the Additional Cardholders) regarding the significant points of the insurance cover and the duties in case of a claim, as well as the fact that these terms of insurance can be obtained at any time from Cembra Money Bank AG, or examined on the Internet at <http://cembra.ch/travel-purchase-insurance>

6 TERM AND TERMINATION OF THE INSURANCE

The insurance cover shall normally be in force as long as the card relationship is effective and as long as the trips and goods in relation to each claim have been purchased with the IKEA Family Card. Special provisions on the term of insurance cover (depending on covered risk) can be found in the Terms and Conditions of Insurance.

7 INFORMATION ON THE PROCESSING OF PERSONAL DATA

The Insurer processes data that results from the contract documentation or contract processing and uses this data in particular for calculating the premium, for risk evaluation, for processing claims, for statistical analyses and for marketing purposes. The data is collected, stored and deleted physically or electronically in accordance with legal regula-

tions. The Insurer can share data for processing to the necessary extent with third parties in Switzerland or other countries involved in contract processing, particularly the Issuer, co-insurers and reinsurers, service providers, and domestic and foreign companies belonging to the Insurer. In addition, the Insurer can obtain relevant information from government offices and other third parties, particularly with regard to the claim event. This applies independently from the creation of the contract. The Insured Person has the right to demand from the Insurer the information provided for by law regarding the processing of the data relating to the Insured Person.

GENERAL TERMS AND CONDITIONS FOR THE IKEA FAMILY CREDIT CARD ISSUED BY CEMBRA MONEY BANK AG

1 DEFINITIONS

Meanings of terms used in the Terms and Conditions of Insurance:

Accident / Accidental

An accident is any sudden, identifiable, involuntary, external event that happens by chance and which could not be expected.

Abroad

All countries outside Switzerland.

Additional Cardholder

The person to whom the Issuer issued an additional card at the request of the Principal Cardholder.

Advances

are payments made by the Assistance Service Provider that are not reimbursed by an Insurer and must be repaid by the Insured Person to the Assistance Service Provider within a month of the advance being made or his/her return to the country of residence.

Assistance Service Provider

The service provider specified in the Table of Benefits.

Card

The charge and/or credit card issued by the Issuer.

Cardholder

The holder of an IKEA Family Credit Card issued by Cembra Money Bank AG in Switzerland, the card being valid and the account not currently being subject to pursuit of arrears.

Claims Adjuster

The Insurer.

Close Relative(s)

Spouses, registered or life partners, children, parents, siblings, parents-in-law, sons/daughters-in-law, brothers/sisters-in-law.

Commencement Date

22 March 2021

Country of Residence

The country in which the Insured Person has his/her officially registered legal domicile.

Doctor

A doctor or specialist, registered or licensed to practise medicine under the laws of the country in which they practise

who is neither:

1. an Insured Person; or
2. a relative of the Insured Person making the claim, unless approved by the Insurer.

Excess

The amount not reimbursed by the Insurer but borne by the Insured Person each time an Insured Event occurs; see Table of Benefits.

GCI

The General Terms and Conditions of Insurance applicable to all insurance benefits.

Home

The Insured Person's usual place of residence within Switzerland.

Insured Event

The incident leading to a loss covered by the insurance.

Insured Person

The Principal Cardholder and the following possible Additional Cardholders: his/her spouse, registered or life partner residing within the same household and his/her dependent children under 25 years of age residing within the same household in Switzerland.

Insured Sum

Maximum level of the claim for benefits as shown in the Table of Benefits.

Insured Private Trip

A trip abroad that commences and ends in Switzerland, where travel has been paid for using their IKEA Family Credit Card. Coverage is granted for up to 60 consecutive days per trip and up to a maximum of 120 days within 365 days. There is no cover for carrying out a professional activity of any kind during the trip. This does not include occasionally answering emails or making and receiving telephone calls.

Insurer
Chubb Insurance (Switzerland) Ltd.

Issuer
Cembra Money Bank AG, the principle issuer of the cards, and third parties mandated to process card services.

Principal Cardholder
The person who submitted the application for the principal card to the issuer, who, at his/her own responsibility and cost, may apply for additional cards.

Period of Insurance
12 months from 00.01 on the Commencement Date (local standard time at Your principal residence within Switzerland) and each subsequent 12-month period for which Cembra Money Bank AG shall pay and Chubb accept a renewal premium.

Pre-existing Medical Condition(s)
1. Any injury or illness that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up has been required or received during the 2 years prior to the booking of and/or commencement of any Insured Private Trip; and/or
2. Any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to the booking of and/or commencement of any Insured Private Trip.

Public Transport
Any air, land or water vehicle operated under licence for the transportation of fare-paying passengers, which runs to a scheduled published timetable.

Serious Illness / Serious Accident Consequences
Illnesses or accident consequences are deemed to be serious if they result in a temporary or permanent incapacity for work or if they result in a compelling inability to travel.

SCI
The Special Conditions of Insurance, which are valid for specified insurance benefits.

Scheduled Flight
Flights subject to public tariffs and scheduled flight plans.

2 INTRODUCTION TO THE GENERAL CONDITIONS OF INSURANCE

Cembra Money Bank AG has concluded a collective insurance contract as the policyholder with Chubb Insurance (Switzerland) Ltd, through which Cardholders and other Insured Persons are entitled to claim certain benefits from the Insurer, not, however, from Cembra Money Bank AG and/or third parties charged with processing the contractual relationship.

The Principal Cardholder is obliged to inform the other Insured Persons where applicable (in particular, the Additional Cardholders) about the main features of insurance cover and obligations incumbent on them when making claims for benefits, and also that the General Terms and Conditions of Insurance can be obtained at any time from Cembra Money Bank AG, or looked up on the Internet under <http://cembra.ch/travel-purchase-insurance>

The Insurer concerned is to be notified immediately of Insured Events as soon as a claim is acknowledged by the Insured Person, otherwise entitlement to benefits may be lost. The Insurer retains the right to modify these Conditions of Insurance (including the Insured Sums) in coordination with and with the consent of the Issuer. The Principal Cardholder shall receive appropriate notification of any modifications to the conditions, which are considered accepted if notice is not given to cancel the card on a date prior to that on which the modifications enter into force.

3 TABLE OF BENEFITS

Coverage	Benefits and limits
Assistance, including medical repatriation and emergency medical transportation	Included, up to CHF 50,000 repatriation
Repatriation of remains assistance	Actual costs, max. CHF 15,000
Search & rescue	CHF 60,000
Trip interruption	Economy class flight back home First class train ticket back home
Flight delay, missed connection, flight cancellation > 4 hours	CHF 300
Luggage delay > 6 hours	CHF 450
Purchase protection	CHF 1,000 per item, CHF 4,000 per event, maximum CHF 10,000 per year CHF 50 deductible

Services that are charged to the insured:

- Hospital costs guarantee abroad
- Crisis management
- Communication with family members
- Communication with lawyers and embassies
- In case of delayed departure, communication with hotels and transport companies
- Cash advance in case of theft / robbery
- Medical advice

4 GENERAL TERMS AND CONDITIONS

The GCI (part 4) are applicable supplementary to the SCI (part 5). The benefits agreed in the contract are listed in the SCI. The Insured Sums and the Insurer providing the benefits agreed in the contract are listed in the Table of Benefits above. The General Terms and

Conditions of Insurance always apply if no other regulation is provided in the Special Conditions of Insurance. Where inconsistencies arise, the Special Conditions of Insurance shall take precedence.

4.1 When does insurance cover commence and when does it terminate?
Insurance cover commences when the Cardholder receives the card. It is granted to Insured Persons in accordance with the General Terms and Conditions of the Issuer if an effective agreement to provide card services exists between the Cardholder and the Issuer. When claims are made, the Insurer shall ask the Issuer whether such an agreement exists.

Insurance cover for certain benefits may be subject to time limits. Please note the details set out in the SCI. In cases where insurance cover is subject to time limits, the day of arrival and the day of departure are each regarded as a single day.

Insurance cover ends definitively upon termination of the card agreement, as set out in the General Terms and Conditions of the Issuer.

Insurance cover for Insured Private Trips starts when the Insured Person leaves their Home and ends when the Insured Person returns Home.

4.2 When is insurance cover restricted or when does cover not exist?

Similar claims
If a single Insured Event gives rise to theoretically similar claims comprising various insurance benefits as set out in the SCI, the benefit due shall not exceed the highest single benefit payable. Insurance benefits may not be accumulated.

Third-party benefits
When an Insured Event occurs, if the Insured Person is entitled to make a claim against social insurance, this indemnification shall take precedence over the benefits set out in the terms and conditions of this insurance.

If the Insured Person is entitled to claim benefits from another private insurance policy, each insurer is liable for the claim to the extent that the Insured Sum with each insurer stands in proportion to the total of all Insured Sums.

The insurer initially notified of an Insured Event is liable for advance payment of benefits. If the Insured Person is entitled to make claims against third parties (e.g. health insurers, statutory social accident or pension insurers, statutory medical or accident insurers, other insurances or individuals), the Insured Person's claims are subrogated to the insurer to the extent of the losses that have been indemnified or to the extent of the insurer's share of the total Insured Sum. As required the Insured Person is obliged to provide the Insurer with a subrogation agreement (transfer of rights). If the Insured Person cedes claims or a right serving to secure a claim without the approval of the Insurer, the Insurer shall be relieved of the obligation to provide benefits to the extent that the Insurer might have been able to replace them through the claim or rights ceded.

4.3 Exclusions
Apart from the limits and exclusions listed in the SCI, without exception no insurance cover is granted for losses:

- that are intentionally caused by the Insured Person;
- that are caused by the Insured Person while intentionally participating in or attempting to participate in crimes;
- arising through acts of war or civil war, whether war is openly declared or not;
- through nuclear energy;
- directly or indirectly caused by or through discharge, dispersal, migration, escape, release of or exposure to hazardous biological, chemical, nuclear or radioactive materials, gases, substances or contamination in any form whatsoever;
- that are directly or indirectly arising from, related to or in any way connected with pandemics, including the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the policy may be inconsistent with this exclusion, this exclusion shall prevail;
- that are caused by an Insured Person choosing not to take medication or other recommended treatment as prescribed or directed by a Doctor;
- incurred as a result of carrying out the following activities on the journey:
 - riding;
 - jet skiing;
 - motorcycling (motorcycles are deemed to be all motorbikes, scooters, quads or trikes with an engine capacity of more than 50 cc);
 - sports diving and diving beyond the maximum depth permitted for the diving certificate achieved;
- incurred in connection with a professional activity during the journey;
- that had already occurred or should have been known at the time the insurance was concluded or the journey was booked;
- that result from trips that are not Insured Private Trips;
- that result from children travelling alone or booked to travel without an adult Insured Person;
- that result from the financial failure of a tour operator, travel agent, transport provider, accommodation provider, ticketing agent or excursion provider;
- in relation to which the external loss adjuster, such as a Doctor, is a direct beneficiary or is related to the Insured Person by blood or marriage;
- incurred under the direct influence of drugs, medication, narcotics or medicinal products;
- incurred during active participation in:
 - competitions, races and rallies or training for such races with motor vehicles or boats;
 - competitions and training as a professional sportsperson;
 - extreme sports (e.g. skydiving, high mountain tours);
 - dangerous acts, when a person knowingly exposes themselves to a particularly great danger;
 - driving a motor vehicle for which the Insured Person does not fulfil the statutory requirements;
 - parachute jumping or piloting aircraft or flying devices;
- that relate to massages and well-being treatments, including cosmetic surgery;
- that result from a cancellation by the travel company;
- that result from official regulations making it impossible to undertake the journey.

4.3.1 Sanctions

Chubb shall not be deemed to provide cover and Chubb shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Chubb to any applicable trade and economic sanction, law or regulation.

Applicable to US persons only:

Policy cover for an Insured Private Trip involving travel to/from/through Cuba will only be effective if the US person's travel has been authorised by a general or specific licence from OFAC (US Treasury's Office of Foreign Asset Control). For any claim from a US person relating to Cuba travel, the Insurer will require verification from the US person of such OFAC licence to be submitted with the claim. US persons shall be deemed to include any individual wherever located who is a citizen or ordinarily resident in the United States (including Green Card holders) as well as any corporation, partnership, association or other organisation, wherever organised or doing business, that is owned or controlled by such persons.

4.4 What should be done after an Insured Event occurs? (Obligations)

The Insurer cannot provide benefits without the cooperation of the Insured Person. The Insured Person shall comply with the following obligations:

General:

- to avoid claims and mitigate losses to the extent possible;
- to acquaint the Insurer truthfully and completely with the details of the circumstances that may lead to benefits being payable by the Insurer, immediately or within 30 days at the latest;
- to submit to the Insurer the documents listed in the Claims Table or take steps to have these papers drawn up;
- to permit the Insurer to make reasonable enquiries to ascertain the cause and the scope of benefits payable;
- to heed instructions given by the Insurer;
- to authorise third parties (e.g. Doctors, other insurers, insurance carriers and authorities) to give information required if necessary;
- to inform the Insurer of the existence of other insurance policies providing cover for an Insured Event and of claims made against such policies and indemnities received, and of any obligation on third parties to effect compensation.

Depending on the insured benefit in question:

- to consult a Doctor immediately after any accident that in all probability will lead to benefits being payable;
- to follow the Doctor's instructions; to submit to examinations by Doctors acting on behalf of the Insurer;
- to report cases of accidental death within 48 hours even if the accident has already been reported;
- to furnish the Insurer with the right to have an autopsy performed by a Doctor appointed by the Insurer, where appropriate, after an accident for which death benefit is claimed;
- to report losses caused by crimes, fire or explosions without delay to the police at the competent police station and receive an authenticated copy of the report;
- to report hospital treatment as soon as it has commenced and to have any medical aid and expenses approved by the Insurer in advance of said treatment if expenditure in excess of CHF 400 is likely to be incurred and the Insured Person is deemed to be in a position to fulfil this obligation;
- to take all measures necessary to recover lost or stolen objects and to identify, apprehend and prosecute in the courts the guilty party(ies).

4.5 What are the consequences of failure to observe obligations?

If a breach of any of the obligations occurs after an Insured Event, the Insured Person shall lose the insurance cover, unless the breach of the obligation was caused neither intentionally nor by gross negligence. In cases of gross negligence, the Insured Person shall retain the insurance cover provided the breach of the obligations has neither influenced the determination of the scope of the Insured Event nor the assessment of the benefits due.

4.6 What conditions apply if benefits are provided?

Using the card, Insured Persons may claim benefits payable under the insurance directly from the Insurer without the consent of third parties. Prior to the time of payment, claims on the insurance may not be transferred or ceded without the consent of the Insurer. Cardholders are not relieved of the obligation to observe the General Terms and Conditions of the Issuer merely because claims for benefits are pending with the Insurer; Cardholders must ensure that card statements are paid in full and on the due date for payment. The Insurer shall be obliged to issue a declaration to the Insured Person within one month (three months for claims for disability) about whether a claim will be recognised and the amount involved. Calculation of the above time periods shall begin once all necessary documents have been received.

4.7 When does a claim for benefits expire?

Claims arising from the contract of insurance are subject to the statutory limitation period. This is currently two years. Calculation of the time period commences when all elements of the case have been established, indicating that benefits are payable by the Insurer.

4.8 Which court is responsible?

For disputes arising from the conditions of insurance, the Insured Person and/or rightful claimants have the option of the legal venue:

- with jurisdiction at the Swiss domicile of the Insurer;
- with jurisdiction at the residence or domicile of the Insured Person and/or rightful claimants in Switzerland.

The legal venue for claims brought by the Insurer shall be the court with jurisdiction at the domicile of the Insured Person. Statutory conditions governing the jurisdiction of courts remain reserved in all cases.

4.9 How should the Insurer be notified?

What applies when a change of address occurs?

All notifications or declarations intended for the Insurer must be made in writing (e.g. letter, fax, email) and should be addressed to the Insurer. If neither the Insurer nor the

Insurer have been notified of a change of address, it shall be sufficient on their part to send any declaration of intent to be given to the Insured Person by registered letter to the last address known to the Insurer. The declaration becomes effective on the date it would have been delivered under normal conditions if the address had not been changed.

4.10 Which legislation is applicable?

This contract is governed by Swiss law. The conditions of the Swiss Federal Act on Insurance Contracts of 2 April 1908 (ICA) in the amended version of 17 December 2004 and in future versions of secondary legislation remain reserved provided such are not modified by compulsory requirements contained herein.

4.11 Ombudsperson of the Swiss insurers

The ombudsperson is only competent to advise and mediate and can therefore make no decision in litigation. This is reserved for the law courts.

Contact address in German-speaking Switzerland (head office):

P.O. Box 2646, CH-8022 Zurich

Tel.: +41 44 211 30 90, Fax: +41 44 212 52 20, Email: help@versicherungsombudsman.ch

Branch in French-speaking Switzerland:

Chemin Des Trois-Rois 2 P.O. Box 5843, CH-1002 Lausanne

Tel.: +41 21 317 52 71, Fax: +41 21 317 52 70, Email: help@ombudsman-assurance.ch

Branch in Italian-speaking Switzerland:

Via G. Pocobelli 8, P.O. Box CH-6903 Lugano

Tel.: +41 91 967 17 83, Fax: +41 91 966 72 52, Email: help@ombudsman-assicurazione.ch

4.12 What rules apply to data protection?

The Insurer is entitled to procure and process essential data from third parties involved in cases (e.g. the Issuer) as necessary to administer the contract and process claims. The Insurer is also authorised to procure all pertinent information necessary from such third parties and to inspect official files as required to administer the contract and to process claims. The Insurer undertakes to treat all such information confidentially. Data will be stored physically and/or electronically. If required, data may be passed on to third parties, namely to co-insurers, reinsurers and other insurers participating in the contract, to service Providers, the Issuer and Assistance Service Providers within Switzerland and abroad. In addition, information may be passed on to other liable third parties and their liability insurers to assist in the enforcement of claims for recourse. The Insurer is authorised to inform third parties – namely the relevant authorities, official agencies and the Issuer – to whom insurance cover was confirmed of the suspension, alteration or cessation of the insurance, and of the refusal to pay a claim.

5 SPECIFIC TERMS OF INSURANCE (SCI)

5.1 What is insured and when does cover apply?

The various benefits and amounts agreed for the insurance contract are listed in the Table of Benefits (Para. 3) and described in the following:

5.1.1 Scope of insurance

Insured Persons shall be covered for accidents that occur on an Insured Private Trip paid for with the IKEA Family Credit Card in accordance with the following provisions, provided that pre-booked transport and accommodation were paid for exclusively with their IKEA Family Credit Card.

5.1.2 When does cover apply?

1. Purchase Protection cover under section 5.3 applies if the insured good is purchased during the Period of Insurance and the covered claim takes place during the Period of Insurance.
2. Insurance cover under all other sections applies for an Insured Private Trip that takes place during the Period of Insurance and includes travel directly to and from Your Home, provided the return Home is completed within 24 hours of return to Switzerland.

5.2 What benefits are provided?

5.2.1 Assistance

5.2.1.1 When and where does this service apply?

The object of the insurance is to reimburse the Insured Person for covered unforeseen costs incurred during or in connection with the Insured Private Trip. The insured types of service available are described in Para. 5.5. The Insured Sums are listed in the Table of Benefits (Para. 3).

5.2.1.2 What pre-conditions apply if benefits are provided?

The provision of assistance services and the reimbursement of the associated financial outlay are subject to the Insured Person or a person appointed by him/her having contacted the Assistance Service Provider as soon as the Insured Event occurred, or as soon as they were physically able to do so, in order to coordinate the next steps and approve any costs in advance.

5.2.1.3 What is the age limit for coverage?

The Insured Person must be a maximum of 70 years old (inclusive) on the date when the Insured Private Trip commenced in order to be covered.

5.2.1.4 What services are insured?

The following services and benefits shall be provided upon the occurrence of any unforeseen (acute) Insured Event up to the amount stated in the Table of Benefits (Para. 3):

5.2.1.4.1 Referrals/arrangements

Organisation of and payment up to the limit in the Table of Benefits for the repatriation of the Insured Person on an Insured Private Trip after medical treatment, provided that the senior medical officer of the Assistance Service Provider deems that the Insured Person is fit to travel and that he/she is unable to travel home via the original means of travel because the original date of travel has elapsed and from a medical point of view he/she was not able to travel at that time.

5.2.1.4.2 Hospital transport/transfers

Organisation of and payment up to the limit in the Table of Benefits for medically essential transfers by road or air ambulance, as ordered by a Doctor for the Insured Person while on an Insured Private Trip. The senior medical officer of the Assistance Service Provider together with the Doctor in charge will decide on the necessity of the transfer and whether the Insured Person should be transported by road or air. In the case of an accident or illness in a non-European country or in neighbouring Mediterranean states outside Europe, the insurance will only pay for the cost of a scheduled flight home, albeit with any special medical equipment, should this be necessary. The insurance covers: transport to the nearest appropriate hospital for the treatment in question and, if medically prescribed, also back to the accommodation; transfer of the insured person to the nearest appropriately equipped hospital if the senior medical officer of the Assistance Service Provider is of the opinion that the standard of medical equipment at the local hospital is inadequate; repatriation of the Insured Person to the nearest suitably equipped hospital in his/her place of residence if the senior medical officer of the Assistance Service Provider deems this to be necessary, covered up to the limit in the Table of Benefits.

5.2.1.4.3 Search, rescue and recovery operations

If the Insured Person suffers an accident (even if the accident is only suspected, depending on the specific circumstances) while performing an insured outdoor activity, such as hiking, while on an Insured Private Trip, the following benefit shall be provided:

1. Organisation of searches for and rescue/recovery of the Insured Person insofar as such operations are not undertaken by local authorities or other aid organisations;
2. Meeting costs up to the amount specified in the insurance contract for search, rescue or recovery operations organised by public law or private law rescue services if fees are usually charged for such services.

5.2.1.4.4 Repatriation of remains

If the Insured Person dies while on an Insured Private Trip, the following services/benefits are provided alternatively: arrangement of and payment for the cost of standard repatriation of the mortal remains of the Insured Person to his/her country of residence; arrangement of and payment for the cost of cremation and the subsequent repatriation of the urn to the Insured Person's country of residence; arrangement of and payment for the cost of burial abroad.

5.2.1.4.5 Trip interruption of Insured Private Trip

Arrangement of and payment for the cost of an unscheduled return journey of the Insured Person on the basis of first class by rail and economy class by air if an Insured Private Trip has to be interrupted due to the following:

an unforeseen Serious Illness, Serious Accident, serious pregnancy complication or death

- of an Insured Person;
- of a person travelling with the Insured Person;
- of an Insured Person's Close Relative.

5.2.1.5 In what circumstances will cover not apply? (Exclusions)

In addition to the exclusions referred to in Para. 4.3, insurance cover shall not be provided for:

- services and benefits for Pre-Existing Condition(s). These are any physical or mental illnesses that had already existed at the start of the trip and of which the Insured Person was aware or could reasonably have been aware;
- loss and/or damage caused by gross negligence on the part of the Insured Person, or where the Insured Person has attempted to mislead the Insurer;
- loss and/or damage that occurs during the Insured Person's activity as a professional, contracted or licensed sportsperson;
- loss and/or damage that occurs during the Insured Person's activity as or preparation for racing (where high speed, stamina and skill are called for);
- stress tests;
- any kind of organised competition;
- suicide, mental illness, self-mutilation, alcohol, drug or solvent abuse of the Insured Person, or cases in which the Insured Person is under the influence of alcohol or drugs, phobia, stress, emotional problems and illnesses;
- invasion, hostile attack, civil unrest, terrorist activity, rebellion, revolt, uprising, military or usurped power or force, participation in any kind of riots or civil commotion or participation in fights (apart from in self-defence);
- costs that would have been incurred had the Insured Event not occurred;
- any Trip involving travel to areas where the Swiss Ministry of Foreign Affairs has advised against any travel or against all but essential international travel. Destinations for which a travel warning applies can be found on the Swiss government website: <https://www.eda.admin.ch/eda/en/dfa.html#>
- any Trip taken against the advice of a Doctor.

5.2.2 Flight delay, missed connection, flight cancellation

Insurance cover is provided up to the limit in the Table of Benefits while on an Insured Private Trip for costs incurred by the Insured Person in connection with scheduled flights as a result of

- delayed departures,
- flight cancellations,
- missed connecting flights,
- delayed return or loss of luggage in connection with these flights.

Insurance cover is granted subject to

- the flight ticket having been purchased in full, with the card, before the scheduled departure time, and
- the Insured Person being able to provide evidence that the insured costs mentioned below were actually paid using the IKEA Family Credit Card.

5.2.2.1 What insurance cover applies in which cases?

Insurance cover is provided up to the limit in the Table of Benefits while on an Insured Private Trip for delayed departure, flight cancellation, refusal of conveyance, missed connecting flight.

Insurance cover is granted if

- the departure of a booked flight is delayed by more than four hours;
- the flight is cancelled or conveyance is refused due to overbooking, and suitable alternative conveyance is not provided within four hours;
- the Insured Person misses a booked connecting flight due to a flight delay and suitable alternative conveyance is not provided within four hours of the delayed flight arriving.

The insurance will pay for

- the cost of food and drink paid between the planned and actual times of departure, up to the amount shown in the Table of Benefits.

5.2.3 Luggage delay

Insurance cover is provided up to the limit in the Table of Benefits if the Insured Person's luggage is not returned within six hours of the arrival of the Insured Person at their final destination on an Insured Private Trip.

Essential clothes and toiletries paid for are reimbursed up to the amount stated in the Table of Benefits, provided that these goods were purchased at the place of destination

- within four days of the arrival of the Insured Person and,
- in the case of a delay in the return of luggage, prior to the arrival of the luggage.

5.2.4 In what circumstances will cover not apply? (Exclusions to Art. 5.2.2/5.2.3)

In addition to the exclusions referred to in Para. 4.3, insurance cover shall not be provided for

any claim due to:

1. Public Transport being taken out of service on the instructions of a civil aviation authority, port authority or similar authority;
2. a strike if it started or was announced before You arranged this insurance;
3. any journey by Public Transport commencing and ending in the country of departure;
4. delays that were caused by the Insured Person.

expenses that:

1. the Insured Person can recover from any tour operator, airline, hotel or other service provider;
2. the Insured Person would normally have to pay during Your Trip.

any claim due to:

1. the Insured Person travelling against the advice of the appropriate national or local authority;
2. prohibitive regulations by the government of any country.
 - claims arising from the confiscation or requisition of goods by customs officials or other government authorities;
 - other costs, particularly those incurred in connection with telephone calls;
 - an Insured Person voluntarily electing not to take a particular flight after having been offered compensation by the airline;
 - costs incurred after the return flight at the place or airport of destination;
 - costs incurred due to the Insured Person failing to notify the airline or competent centre at the place of destination immediately of the lost luggage, obtain a lost luggage receipt from the competent centre and take all reasonable steps to ensure that the luggage is returned as quickly as possible;
 - the transport provider's inability to provide its contractual obligations fully or partially, or if the airline interrupts the trip, or has to interrupt or cancel it, and therefore has to reimburse the costs of benefits on statutory grounds and/or has to pay the costs of return travel;
 - any claim for travel abandonment caused by volcanic ash.

5.2.5 Purchase protection

5.2.5.1 What is insured and when does cover apply?

5.2.5.2 Insured goods

The insurance covers moveable items for personal use that have had no previous owner, were not purchased privately, and were purchased in full by an Insured Person with his/her IKEA Family Credit Card.

5.2.5.3 Period of insurance cover

Insurance cover commences with the transfer of the goods at the point of purchase and lasts for 90 days. Payment of this benefit is subject to the Insurer having been notified of the Insured Event at the latest on the next working day following the 90th day.

5.2.5.4 Scope of insurance

This insurance shall cover theft or accidental damage to insured goods to the point of being inoperable.

5.2.5.5 Insured benefits

After determining the extent of the loss or damage, the Insurer may choose to do one of the following:

- If the goods were lost due to theft or if the goods were destroyed, the Insurer may provide replacement in kind or reimburse the price paid by the Insured Person for the goods with the card;
- If the goods were damaged, the Insurer may have them repaired or reimburse the repair costs at the time of the Insured Event minus any residual loss in value, up to the price paid for the goods with the card. In the case of goods belonging to a pair or set, the Insurer will reimburse the Insured Person up to the price paid by the Insured Person with the card if the undamaged items are useless on their own or the other half of the pair or remainder of the set cannot be purchased individually or partially. The maximum amount indemnifiable by the Insurer is the price of the goods as stated on the monthly credit card statement provided by the Issuer (including handling fee for foreign currency transactions) or on the receipt, after deduction of any payments by

third parties, up to the amount shown in the Table of Benefits, and minus the specified Excess. Unless otherwise agreed, the Insurer will transfer the payment to the Insured Person's card account.

5.2.5.6 What is not covered? (Exclusions)

In addition to the exclusions referred to in Para. 4.3, insurance cover shall not be granted for

- the first CHF 50 of any claim;
- damage caused intentionally by the Insured Person;
- jewellery, precious stones, rare and precious coins or stamps; one-of-a-kind items including antiques, art work and furs; cash or its equivalents (including traveller's cheques); stocks, bonds, coupons, securities of all species and equivalent papers; tickets; services; books; animals and plants; consumable and perishable goods; food and beverages; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items permanently affixed to home, office or vehicles; digital data to view or download online (including files, music, films, photos, software); goods purchased to be sold onward or used for professional purposes; weapons, illegal drugs, counterfeit goods and other goods subject to customs confiscation; purchases on peer-to-peer sites unless from a commercial seller;
- electronic equipment such as computers (including laptops) or mobile phones;
- gross negligence; goods that were lost after being left unattended in a place generally accessible by all (goods "left behind");
- confiscation, requisition, damage or destruction of goods by a government authority, as well as seizure of goods;
- normal wear and tear; manufacturing faults and material defects, intrinsic decay due to the natural properties of the goods; operating errors;
- burglary/theft of/from motor vehicles;
- robbery and burglary/theft, unless this was reported to the local police and the Insurer was notified in writing within 48 hours of the event occurring;
- goods purchased from a private individual;
- loss and/or damage for which a third party, e.g. a manufacturer, seller, repair shop, is responsible by way of contract (including cases of guarantee);
- cosmetic damage or any damage that does not affect the functionality of a device;
- refurbished items.

5.3 Obligations in the case of a claim

The Insured Person must first contact the **Chubb Assistance hotline (24/7) on +41 43 508 39 55** for assistance and services, as well as for declaring claims. Chubb Assistance will advise you about the appropriate course of action and will organise any necessary assistance included in this programme. Purchase protection, luggage delay, flight delay, flight cancellation and missed connection claims can also be declared by email at: claims.cembra@chubb.com. The Insured Person is expected to cooperate with the Insurer in good faith to declare claims within a timely manner and to provide the documents requested in the handling of each claim, including proof of purchase of the Private Insured Trip and of Insured Goods.

Privacy Policy

of Cembra Money Bank AG

1 What is this Privacy Policy about?

The protection of your personal data and fair and transparent data processing are important to us. Therefore, we would like to inform you about our data processing and provide you with the information you need to exercise your rights.

Further information can be found in the respective product and service-specific terms and conditions, on our website, in loyalty and added-value program conditions of our cooperation partners (see list section 6 below) and, if applicable, in further privacy policies.

2 Who are we?

The following company (“we”, “us” or “Cembra”) is responsible for data processing according to this Privacy Policy:

Cembra Money Bank AG

Bändliweg 20
8048 Zurich
Switzerland

Our Data Governance Officer will be happy to answer any questions and concerns you may have in connection with our data protection practices.

Cembra Money Bank AG

Data Governance Officer
Bändliweg 20
8048 Zurich
Switzerland

We have also appointed a representative in the European Union (EU):

activeMind.legal

Kurfürstendamm 56
10707 Berlin
Germany

3 When, for whom and for what is this Privacy Policy intended?

This Privacy Policy applies to any processing of personal data in connection with all of our business activities in all our business areas. It is applicable to the processing of both existing and future personal data.

4 What personal data do we process for which purposes, from which sources and on which legal basis?

The personal data we process originate, on the one hand, from you as existing or future customers and, on the other hand, from publicly accessible sources (e.g., the media or Internet), from Cembra Group companies, from government agencies bodies (e.g., residents’ registration authorities, the land registry, the commercial registry or debt collection offices) and from third parties (e.g., external credit assessors, the Central Credit Information Office [ZEK] or the Consumer Credit Information Office [IKO]).

Depending on the occasion and purpose, we process different personal data, e.g., personal details (name, address and other contact data, date and place of birth as well as nationality), identification data (e.g., identity document data) and authentication data (e.g., signature samples, patterns of behaviour and movement). In addition, this may include instruction, transaction and risk management data (e.g., payment transaction data, data from the advisory and data from processing of contractual relationships), information about your financial situation (e.g., information on income and assets, creditworthiness, scoring/rating data [see explanation in section 4, b below], information on the origin of assets, current or completed loan agreements), tax-relevant information (information on where you are registered for tax purposes and any other relevant documents and information) as well as contractual and documentation data (e.g., information on the account, custody account, concluded transaction or about third parties such as civil partners or authorised representatives, consultation minutes and discussion minutes).

Particularly sensitive personal data are data that enjoy special protection (e.g., information on ethnic origin, political opinion, religious and ideological beliefs, genetic and biometric data, health data or information on criminal convictions). Such data will only be processed with your consent or based on a legal foundation.

Please note that consent to processing of personal data not requiring special protection – should it be required – are usually given on other grounds, depending on the particular case, e.g., to comply with the provisions on banking secrecy. Such consent does not change anything about the fact that when processing personal data not requiring special protection, we do not rely on consent, but on the legal foundations mentioned below.

Among other things, we process personal data in the following situations for the following purposes and on the legal foundations mentioned below. Data processing may also be based on several legal foundations.

a. For the conclusion, execution and enforcement of agreements

The processing of personal data occurs to provide banking and financial services in the context of concluding, executing and enforcing the agreements with our customers or to implement precontractual measures that occur on pursuant to a request of yours. The purpose of data processing depends primarily on the specific product and, among other things, may include opening, managing and closing accounts, analysing your needs, advice and support as well as the execution of transactions. Further details on the purpose of the data processing can be found in the respective contractual documents, terms and conditions and, if applicable, other documents made available to you.

b. In the context of a balance of interests

In addition, we also process your data to protect our legitimate interests, provided that they are not outweighed by your interests. The following is a non-exhaustive list of processing purposes that represent legitimate interests:

- Analysis, monitoring and control of the credit risk (**scoring**);
- **Fraud prevention**;
- **Advertising measures**, market research, marketing evaluations, preparation and offering of customized services (e.g., direct marketing, print and online advertising, customer, interested party or cultural events, sponsoring, competitions, determining customer satisfaction, assessment of future customer needs or behavior or evaluation of customer, market or product potential) for our own offers and for offers of Cembra Group companies and cooperation partners and delivery of these offers to your postal, e-mail or telephone address (e.g., via SMS), in eService or a mobile app, provided you have not objected to the use of your data and make use of corresponding services;
- Processing of data for **loyalty and added value programs** of cooperation partners and forwarding of selected data required for the operation and improvement of loyalty and added value programs. Apart from customer, status, control and card data of customers, this can also be cumulative turnover figures for individual or all merchants. Transaction details are not forwarded in this connection. Additional information on the loyalty and added value program can be found in the terms and conditions of the relevant products. The cooperation partners use these data for their own purposes and in their own responsibility and in accordance with their own data protection regulations;
- **Visiting websites, use of Cembra eService**: When you visit our website or install and use one of our mobile apps, depending on the offer and functionality, we process information such as log data, in the case of websites for instance information about the time of the access to our website, duration of the visit and pages retrieved. We use these data for IT security purposes, but also to improve the user-friendliness of the website and its functions and to personalize the offer. For these purposes, we also use analysis services, such as Google Analytics. Detailed information on the use of the website used is collected in this connection. For these purposes, we can use technologies such as “cookies” and similar technologies. Cookies are small files stored on your terminal when you visit our website. Further information can be found on our website and in the product-specific contractual and, if applicable, data protection provisions;
- **Protection of rights**, e.g., to enforce claims in court, prior to litigation and out of court and before domestic and foreign authorities or to defend ourselves against claims. We can have the chances of success clarified by third parties in this connection or submit documents to authorities. Authorities may also request that we disclose documents containing personal data;
- Ensuring **IT security and IT operations** of Cembra;
- **Prevention and investigation of criminal offences**;
- **Contact inquiries** on your part to our customer service;
- **Telephone discussions** may be recorded, for example, for quality checks and training purposes;
- Measures for the **building and system security** (e.g., access controls and video surveillance);
- **Corporate transactions**: We can also process personal data to prepare and process company takeovers and sales and the acquisition or sale of assets, such as receivables or real estate and similar transactions;
- **Evaluation, planning, statistics, product developments and business decisions** (e.g., improvement and review of existing products, new products and services, procedures, technologies, systems, yields, capacity utilization figures).

c. Due to legal requirements or in the public interest

We process your personal data to meet our regulatory, supervisory and statutory obligations to clarify, inform and report (e.g., in the case of disclosure orders or instruction by the Swiss Financial Market Supervisory Authority [FINMA], as part of the automatic exchange of information with foreign tax authorities or in connection with combating money laundering and the financing of terrorism).

5 Do you have an obligation to provide personal data?

Usually, you are not obliged to provide us with personal data. However, we are not able to enter into a contractual relationship with you if you do not provide us with the personal data required for a business relationship and the fulfillment of contractual obligations or which we are legally obliged to collect (e.g., information required for identification, such as name, place and date of birth, nationality, address and identification document data).

6 With whom do we share your personal data?

Within Cembra, those departments, employees and other bodies have access to your personal data which require such access in order to perform their tasks. In addition, we may outsource individual or entire business areas and services to Cembra Group companies and to third parties in Switzerland and abroad, assign claims and rights and enter into cooperations with partners. If necessary, your personal data will be forwarded to these recipients. We ensure that the data protection and banking secrecy laws are adhered to by such third parties by diligent selection of such processors and the conclusion of adequate contracts.

In particular, this involves services and cooperation in the following areas:

- IT services, e.g., services in the areas of data storage (hosting), cloud services, mailing of advertising material, data analysis, etc.;
- credit checks;
- fraud prevention;
- authorisation of transactions;
- creditworthiness assessing and debt collection, e.g., if claims are not paid timely;
- advisory services, e.g., services of tax advisors, lawyers, business consultants, employee recruitment advisors;
- administration of contractual relationships including debt enforcement, e.g., application and contract processing, invoicing and processing of direct debits, enforcement of due claims;
- document and card production;
- compliance and data management;

- cooperation with partners, e.g., Migros-Genossenschafts-Bund, Conforama Suisse Holding SA, Touring Club Schweiz, FNAC;
- cooperation with insurance partners, e.g., AXA Versicherungen AG or Generali Personenversicherungen AG, and
- cooperation with brokers, such as agents and garages.

We can also forward your personal data for business purposes (e.g., for credit risk, fraud prevention and marketing purposes) to recipients within the Cembra Group for their own purposes. As a result, your personal data can also be processed and linked for the respective purpose together with personal data that comes from another Cembra Group company. You can find a current list of our Group companies at www.cembra.ch/group.

Forwarding of personal data is possible also in other cases. We can disclose your personal data to third parties if it is in our legitimate interest or you have authorised us to do so and are even obliged to do so if this is legally required (normally, to authorities).

7 When do we transfer personal data abroad?

We can outsource our services abroad (see preceding section). Personal data can also be transmitted abroad during the execution of agreements or transactions, e.g., during the implementation of payment orders or the handling of payments. The recipients of your personal data may be abroad – and also outside the European Union (“EU”) or the European Economic Area (“EEA”, this includes the Principality of Liechtenstein, for example). The relevant countries may not have laws that protect your personal data to the same extent as in Switzerland or in the EU or EEA. If we transmit your personal data to such a third country, we shall secure the protection of your personal data in an appropriate manner. This may include the conclusion of data adequate processing agreements with the recipients of your personal data in such countries. Adequate agreements may include ones which have been approved, set up or recognised by the European Commission and Federal Data Protection and Information Commissioner (FDPIC). Transmission is also permitted to recipients who have joined the Swiss-US Privacy Shield Program, i.e., have confirmed to observe high data protection standards.

8 Does profiling take place and do we perform automated decisions?

We can process your personal data to create profiles, e.g., for analysing, evaluating and decision-making. Such processing can be performed by us and our Group companies for fraud prevention (e.g., in credit card payments) and for risk management purposes. Moreover, we use profiles to enable us to provide you with individual advice and personalized offers. You can object to the processing of your data for advertising purposes at any time (cf. section 11).

If we perform automated decision-making it is either required for the conclusion or fulfillment of a contractual relationship or it is based on your explicit consent. We shall inform you in each case of such decisions if this is legally required.

9 How do we protect your personal data?

We apply appropriate technical and organisational security measures in order to ensure the security of your personal data, e.g., to protect you against unauthorised or unlawful processing and the risk of loss and to prevent any unintentional change, undesired disclosure or unauthorised access.

10 How long do we store your personal data?

We store your personal data for as long as is necessary for the purpose for which we collected it. Furthermore, we may also store your personal data for longer for statutory retention requirement. For example, a ten-year retention period applies for most documents. In addition, we store your personal data if we have a legitimate interest in the storage, e.g., if limitation periods are running, if we need personal data to enforce or defend against claims and for archiving purposes and for IT security reasons.

11 What rights do you have?

Each person affected has particular rights pursuant to the data protection law applicable to them, especially the following rights:

- the right to information;
- the right to rectification;
- the right to deletion;
- the right to restriction of processing;
- the right to object to the further processing of your personal data and
- the right to transfer of particular personal data.

In addition, you have the right to file an objection to the data protection authority, in Switzerland to the Federal Data Protection and Information Commissioner (FDPIC).

You can revoke your consent for the processing of personal data at any time. Please bear in mind such revocation of consent will only have effect for the future. Data processing that occurred before the revocation remains unaffected.

Consent obtained for other reasons, e.g., on account of provisions on bank-client confidentiality pursuant to the Federal Act on Banks and Savings Banks (BankA), remains unaffected.

Moreover, you can object to the processing of your personal data for the purpose of advertising at any time by notifying us.

12 Amendments of this Privacy Policy

This Privacy Policy can be amended in the course of time if we amend our data processing or new legal provisions become applicable. The currently applicable Privacy Policy can be found on www.cembra.ch/privacypolicy. We inform our active customers in a suitable manner (in writing or electronically, e.g., by e-mail) if an adjusted Privacy Policy has entered into force.

In the event of ambiguities the German text of this Privacy Policy precedes.

IKEA Family Credit Card

Overview of charges

Primary card annual charge	CHF 0.–
Supplementary card annual charge	CHF 0.–
Own card image (per design)	CHF 30.–
Annual interest rate if partial payment within IKEA	7,95% ¹
Annual interest rate if partial payment outside IKEA	11,95%
Cash withdrawal in CHF in Switzerland/FL	3,75%, mind. CHF 5.–
Cash withdrawal in EUR in Switzerland/FL	3,75%, mind. CHF 10.–
Cash withdrawal abroad	3,75%, mind. CHF 10.–
Lottery, betting and casino transactions ²	3,75%
Foreign currency processing charge	1,5%
Transactions in CHF abroad ³	1,5%
Replacement card (in the event of loss, theft, defect, name change)	CHF 20.–
PIN re-order	CHF 20.–
Additional monthly statement copies	CHF 20.–
Address search	CHF 25.–
Charge for rejection of direct debits (LSV/direct debit)	CHF 30.–
Reminder fees	CHF 30.–
Charge for monthly statement in paper form ⁴	CHF 1.95
Payment at post office counter	CHF 2.50

Overview of payments

IKEA points worldwide	1 IKEA point per CHF ¹ on each purchase with the card ⁵ , made in any non-IKEA store.
Mastercard acceptance points ⁶	Pay worldwide at over 43 million sales points and on the Internet
Helpline/customer service	+41 (0)44 439 40 20
Direct debit procedure (LSV/direct debit)	yes
eService (view invoices, change personal details and much more)	free
Integration in mobile wallets ⁷	yes
Mastercard World	Your advantages Integrated travel and purchase protection insurance ⁸ , SMS services ⁹ , emergency card and Priceless [®] Cities ¹⁰

1 This applies in all IKEA branches and the online shop

2 Excl. Swiss lottery companies (Swisslos and Loterie Romande).

3 This also applies to transactions that are made via foreign websites (GTC/legal notice) and cash withdrawals.

4 The charge does not apply with paperless monthly statements. Registration for paperless statement at: www.cembra.ch/eservice

5 There is no right to receive IKEA points for payment of insurance premiums in connection with the card, cash withdrawals and transactions, cash-like transactions (incl. transactions for securities dealers and foreign exchange), charges and interest rates, gambling and gambling-like services (betting, poker, etc.). The IKEA points are redeemed in the form of IKEA gift cards.

6 As a result of international economic sanctions, the card currently may not be used in all countries. You can find current information about worldwide card acceptance at: www.cembra.ch/cards/legal

7 You can find all current information at: www.cembra.ch/en/cards/mobile-payment

8 You can find the complete GCI at: www.cembra.ch/travel-purchase-insurance

9 Information and registration at: www.cembra.ch/de/karten/sms-services

10 Further information at: www.priceless.com

Valid from: 1 February 2021 subject to amendment. The current version can be viewed at www.ikea.ch/creditcard.ch.
This offer is intended for persons who have turned 18 and have a regular income.

Terms and Conditions governing the use of electronic communication

These provisions apply to communication and the exchange of data by email/text message or other electronic means of communication (hereinafter jointly referred to as "electronic communication" or the corresponding address as "email address") between the Applicant/Client (hereinafter referred to as the "Client") and Cembra Money Bank Ltd. (hereinafter referred to as the "Bank") in relations between the Client and the Bank (hereinafter referred to as the "Banking Relationship"). The Client's choice to use electronic communication applies to all existing and future banking products of the Client with the Bank.

1. Acceptance of the Terms/Revocation/Termination

By indicating his email address and choosing to use electronic means of communication with the Bank (hereinafter referred to as "Election"), the Client confirms that he agrees to these Terms and Conditions of Use. **The Election and thus the scope of these provisions may relate either to email or text message or any electronic means of communication available.** The Client may revoke his Election by written notice to the Bank at any time. The Bank may suspend the use of electronic communication at any time and the exchange of data by electronic communication without stating reasons. The Bank will inform the Client about such suspension in an appropriate manner.

2. Scope of use

Emails and text messages whose electronic sender address matches the address provided by the Client to the Bank shall be deemed to have been written by the Client for the Bank. This does not apply to cases of identity fraud (e.g. as a result of hacker attacks), provided that the Cardholder has complied with the duties of care specified in Section 4. Changes to the email address may only be communicated to the Bank either in writing, by telephone or in person at a branch of the Bank.

The Bank reserves the right in individual cases to determine which information/data is communicated to the Client by electronic means. Electronic communications from the Bank shall be deemed to replace other forms of communication to the Client, unless otherwise specified.

The Client must continue to comply with other forms of communication which are prescribed on the basis of special contractual provisions. Electronic communication shall not be deemed to replace such forms of communication.

The Client agrees that the Bank may send him advertising information to his email address or telephone number (e.g. by text message) about offers of the Bank, of Group companies of the Bank and of third parties. The Client may withdraw consent to advertising at any time.

3. Risks in communicating by electronic means

The Bank draws the Client's attention in particular to the following risks associated with the use of electronic means of communication:

- Internet data transfer is only encrypted if a secure https connection is established. In many cases (including email transfer), however, unencrypted and open communication takes place via the Internet. The transfer of text message is only partially encrypted and the encryption is weak;
- The Internet is a worldwide, open network accessible to anyone. The way in which emails are transferred cannot be controlled and transfer may also take place abroad. Accordingly, the confidentiality of data transferred by email is not guaranteed;
- emails and their attachments, as well as text messages, can be falsified or forged by third parties unnoticed, the sender and recipient can be changed, and the authenticity can thus be misrepresented;
- emails and text message can be deleted, misdirected or garbled during transfer due to technical errors/faults;
- By accessing websites, including clicking on links embedded in emails/text message and opening data attachments, harmful computer programs such as viruses, worms, Trojan horses may be implanted on the Client's computer, smartphone or similar devices.

4. Duties of care

In cases of electronic communication, the Client shall particularly comply with the following duties of care:

- Operating systems and browsers must be kept up to date (particularly security settings and updates). State-of-the-art security measures must be used (e.g. firewall and antivirus program);
- in case of doubt as to whether an email or text message was actually sent by the Bank, the email or text message should only be opened or the information contained therein followed after consultation with the Bank.

5. Exclusion of liability

The Bank shall only be liable for or in connection with electronic communication and the exchange of data via electronic means in cases of wilful acts and gross negligence.

The Bank excludes any liability for losses arising out of or in connection with communication and the exchange of data via electronic means, to the extent permitted by law.

In connection with open communication via email, the Client also expressly accepts the risk that his data may be intercepted or published by third parties during transfer and that confidentiality is not guaranteed in this respect. For its part, the Bank cannot guarantee that emails showing that the Bank is the sender were actually sent by the Bank; or that emails sent by the Bank or sent to the Bank will arrive unaltered and in good time and will be received by the correct recipient.

6. Further terms

The Bank reserves the right to change the terms and conditions governing the use of electronic means of communication at any time. Changes shall be notified to the Client by appropriate means (e.g. letter, email) and shall be deemed to have been approved unless the Client objects within a period of 30 days or continues to communicate with the Bank by electronic means.

All notices from the Bank shall be deemed to have been validly delivered if they have been sent to the last address provided by the Client, including the email address provided. The Client undertakes to inform the Bank immediately of any change of email addresses.

Should parts of these Terms and Conditions of Use be invalid in whole or in part, this shall not affect the validity of the remaining provisions. The Parties agree that any legally invalid provisions should be deemed replaced by such provisions as come the closest to the intended purpose.

In all other respects, the General Terms and Conditions shall apply, and shall take precedence over these Terms in the event of any inconsistencies. In particular, the Client acknowledges that the rules on jurisdiction contained in the Bank's General Terms and Conditions apply.