

12 TERMS AND CONDITIONS OF CASH PICKUP TRANSFERS

12.1 EasySend provides its customers with the possibility of sending money with an option to collect cash in Poland - at a Poczta Polska (Polish Post) office or a Bank Pocztowy (Postal Bank) branch or in Ukraine – from Intelepress network. In such a case, the Recipient does not require a bank account.

12.2 The withdrawal country for the product is Poland or Ukraine and the withdrawal currency is Polish zloty (PLN) or Euro (EUR) and US dollar (USD) respectively.

12.3. Cash pick up service in Ukraine is subject to availability restrictions depending on sender country of residence. EasySend will publish current list of countries, where this service is available.

12.4 The maximum amount of a Transfer within cash pickup service is:- 10.000,00 PLN – in Poland.

12.5 A precondition for processing the Cash Pickup Transfers shall be providing correct Recipient data, including personal details (first and last name) as well as contact data (telephone number and/or email address) where the withdraw instruction could be sent to.

12.6 In order to collect the money, the Recipient will have to quote transaction data and present the ID. The money shall only be disbursed to the person indicated by the Sender in the transfer order.

12.7 The possibility to collect cash at a relevant branch depends on their respective working hours. However, the money may be ready for collection within 10 minutes of receiving transfer execution confirmation.

12.8 If the money is not collected by the Recipient within the specified period of time, EasySend shall inform the Sender of this fact in order to arrange money reimbursement. In such a case the transfer fee shall not be reimbursed and the money will be converted back at the current exchange rate if necessary.

12.9 The Sender may cancel the Cash Pickup Transfer only if the money is not collected by the Recipient. In order to do that, the Sender shall need to contact our Customer Service directly.

Contact details are available at www.easysend.pl/contact#contact. In such a case, it is also possible to receive reimbursement of funds provided by the Sender to EasySend. However, the fee for the transfer will not be reimbursable.

12.10 Information on the fees charged for making a Cash Pickup Transfer will be available on the EasySend website under the Fees and Turnaround Time tab: www.easysend.pl/for-you#feesand-

turnaround-time.

12.11 EasySend shall not be responsible for delays in processing Cash Pickup Transfers due to reasons beyond our control.

12.12 EasySend may suspend the processing of a Cash Pickup Transfers pursuant to 5.1 of the Terms and Conditions of the Provision of Money Transfer Services.