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# MONEYBOOKERS MERCHANT AGREEMENT

# This Agreement is made

on: \_\_\_\_\_

between

# Moneybookers Ltd Welken House 10-11 Charterhouse Square London EC1M 6EH

hereinafter "Moneybookers"

and

Merchant Name:

Merchant Registered Address:

Merchant Trading Address, if different:

Company Number (if applicable):

Director 1:

Director 2:

Hereinafter the "Merchant"

The Agreement incorporates the attached **Merchant Terms and Conditions** and any **Schedules** as listed below and as added and amended from time to time in writing. Additional copies of the Merchant Terms and Conditions and the Schedules are also available upon request.

The Agreement also incorporates the general **Terms of Use** that apply to every Moneybookers Account, the latest version of which is available at <a href="http://www.moneybookers.com/app/help.pl?s=terms">http://www.moneybookers.com/app/help.pl?s=terms</a>

The Merchant is obliged to adhere at all times to the **Relevant Manuals** as displayed in the Merchant section of the Moneybookers Website or as communicated to the Merchant from time to time.

The Initial Reserve shall be 10% of funds received in the Merchant Account for a rolling period of 180 days.

Any translation of the English version of this Agreement is provided for convenience only and only the English version shall be legally binding.

# **Schedules**

Fee Schedule, see attached.

# **Additional Provisions**

## **Signatures**

The Merchant's signatory personally warrants that he or she is duly authorised to sign this Agreement on behalf of the party he or she is representing.

Signed or and on behalf of Merchant

Signed for and on behalf of Moneybookers

Signature

Name in Print

Position

Date

Date

Company seal or stamp, if applicable:

Signature

Name in Print

Position

#### MONEYBOOKERS MERCHANT TERMS AND CONDITIONS Version 6.4 – 12<sup>th</sup> February 2010

#### 1. Definitions and Interpretation

1.1. The following terms when used in this Agreement or any document referred to herein shall have the following meaning:

**Agreement** means this Agreement between Moneybookers and the Merchant as amended from time to time including the cover pages and any Schedules;

**Business Day** means any day other than a Saturday or a Sunday or a public or bank holiday in England;

**Card or Payment Scheme** shall mean any card payment systems (such as VISA, MasterCard®, American Express or others, including national or local systems) or bank payment scheme (such as direct banking systems, direct debit systems or bank transfer systems);

**Confidential Information** means any information which is marked as "Confidential" or "Proprietary" or should be reasonably expected to be confidential having regard to the context of disclosure or the nature of the information; without prejudice to the generality of the foregoing, the terms of this Agreement as well as business plans, data, strategies, methods, customer and client lists, technical specifications, transaction data and Customer data shall be deemed confidential;

**E-Wallet Payment Service** means Moneybookers' e-wallet based payment service through which a Moneybookers account holder can send funds to a recipient using an e-mail address as the recipient's identifier (regardless of whether this is facilitated through the use of the Moneybookers Website or a payments gateway integrated into the Merchant Website or otherwise);

**Gateway Service** means any Moneybookers service using a payment gateway integrated into (but not necessarily hosted on) the Merchant Website for receiving payment instructions from a customer;

**Manual** means any of the technical manuals applicable to the Moneybookers Services, including but not limited to the Moneybookers Gateway Manual and the Automated Payments Interface Manual, each as amended from time to time and published on the Moneybookers Website, or, in case of a merchant integration through a third party service provider, any third party integration instructions or manuals;

**Micro-Enterprise** shall mean an enterprise which, at the time of the entering into this Agreement, is an enterprise as defined in Article 1 and Article 2(1) and (3) of the Annex to Recommendation 2003/361/EC;

**Merchant Account** means the Merchant's registered electronic money account (or several such accounts) held with Moneybookers in accordance with Moneybookers' general Terms of Use;

**Merchant Website** means the website operated by the Merchant (as amended from time to time);

**Moneybookers Services** means any services provided by Moneybookers under this Agreement, including the E-Wallet Payment Service, the Gateway Service and any other service as agreed between the parties from time to time;

**Moneybookers Website** means the website operated by Moneybookers (as amended from time to time) for the provision of its services, currently accessible at <u>http://www.moneybookers.com</u>, excluding any external websites to which the website points by way of hyperlink or otherwise; **Regulatory Requirements** means any law, statute, regulation, order, judgement, decision, recommendation, rule, policy or guideline passed or issued by parliament, government or any competent court or authority or any payment system (including but not limited to bank payment systems, card payment systems such as Visa, MasterCard, American Express etc, or any other payment, clearing or settlement system or similar arrangement that is being used for providing the services hereunder);

**Reserve** means such amount or percentage of the balance of the Merchant Account as determined by Moneybookers in accordance with clause 6 for the purpose of securing claims by Moneybookers against the Merchant.

Small Charity shall mean a body whose annual income is less than  $\pounds 1$  million and is

(a) in England and Wales, a charity as defined by section 1(1) of the Charities Act 2006;

(b) in Scotland, a charity as defined by section 106 of the Charities and Trustee Investment (Scotland) Act 2005;

(c) in Northern Ireland, a charity as defined by section 1(1) of the Charities Act (Northern Ireland) 2008 or, until that section comes into force, a body which is recognised as a charity for tax purposes by Her Majesty's Revenue and Customs

- 1.2. Headings are for convenience only and shall not affect the construction or interpretation of this Agreement.
- 1.3. Unless the contrary intention appears, words in the singular include the plural and vice versa; words importing the masculine gender include the feminine and neuter and vice versa; references to persons include bodies corporate, unincorporated associations, partnerships or an authority.
- 1.4. Any phrase introduced by the term "included", "including", "in particular" or any similar expression will be construed as illustrative only and will not limit the sense of the words preceding that term.

#### 2. Scope

- 2.1. This Agreement contains the terms for the provision of services as currently described in clause 4 and such other services as agreed between the parties from time to time.
- 2.2. Moneybookers' general account terms of use (the "Terms of Use"), available on the Moneybookers Website, as amended from time to time in accordance with clause 18 of said Terms of Use, shall form a binding part of this Agreement. If (but only to the extent that) any provision of these Standard Merchant Terms and Conditions conflicts with any provision of the Terms of Use, the former shall prevail.

# 3. Term

- 3.1. The Agreement commences on the date of signature of this Agreement (if signed by the parties on different dates, the later date) or such other date as specified in this Agreement.
- 3.2. This Agreement will continue in full force and effect unless and until either party terminates this Agreement by giving notice to the other party in accordance with the Terms of Use or clause 16.

#### 4. Description of Services

- 4.1. Moneybookers' E-Wallet Payment Service and Gateway Service facilitate the execution of payments from a customer to the Merchant. Any payment monies collected from customers and received by Moneybookers shall be transferred into the Merchant Account immediately after deduction of any fees due to Moneybookers.
- 4.2. The Merchant is aware that the receipt of a payment into the Merchant Account does not amount to the receipt of cleared funds.

The Merchant remains liable to Moneybookers for the full amount of the payment and any fees deducted therefrom (the "**Reversal Amount**") if the payment is later reversed for any reason. In case of such a payment reversal, Moneybookers will first debit the Merchant Account with the Reversal Amount and any applicable third party chargeback or reversal fee. If Moneybookers is unable to fully recover the Reversal Amount and the applicable third party chargeback or reversal fee from the Merchant Account (including any monies transferred into it after the payment reversal), it reserves the right to invoice the Merchant for the unrecovered balance.

- 4.3. Moneybookers reserves the right to suspend, at any time and at its sole discretion, the Merchant Account (or certain functionalities thereof such as uploading, receiving, sending and/or withdrawing funds) if transactions are made which Moneybookers in its sole discretion deems to be (i) made in breach of this Agreement or (ii) are suspicious with regards to money laundering, terrorism financing, fraud or other illegal activities. Moneybookers will make reasonable efforts to inform the Merchant of any measure unless Moneybookers is prohibited from doing so by law or under an order from a competent court or authority.
- Merchant acknowledges and agrees that the 4.4. The Moneybookers service operates solely as a payment intermediary and that circumstances functions Moneybookers (i) under no as a seller, buyer, dealer, auctioneer, supplier, middleman, retailer, distributor, manufacturer, broker, agent or merchant of any product or service being ordered, obtained or procured by any funds processed through its services; and (ii) makes no representations or warranties and does not ensure the quality, safety or legality of any product or service purchased with funds received through the Moneybookers Services.
- The Merchant acknowledges and agrees that any dispute 4.5. regarding any product or service purchased or procured by any funds requested or received through the Moneybookers Services or any transaction involving the Moneybookers Services is between the sender and receiver of the funds and/or the supplier and receiver of the goods or services. Any transaction connected with the products and services offered by the Merchant shall only obligate the Merchant. Moneybookers shall not be a party to any resulting dispute including but not limited to disputes over performance and liability issues relating to the delivery, quality, quantity or use of the products and services offered by the Merchant. Without applying the liability restrictions contained in clauses 13.1 and 13.2, the Merchant shall fully indemnify Moneybookers against any claim by third parties relating to the use of the products and services offered and shall reimburse Moneybookers in full for the costs of any legal defence.

#### 5. Obligations

- 5.1. Moneybookers shall make available to the Merchant and its current and prospective customers the Moneybookers Services as specified in this Agreement and as further described on the Moneybookers Website.
- 5.2. The Merchant shall open and maintain a Merchant Account by registering as a merchant on the Moneybookers Website. As part of the registration process, the Merchant will have to accept the Terms of Use which apply to every Moneybookers account as set forth in clause 2.2.
- 5.3. The Merchant shall integrate the Moneybookers Services into the Merchant Website and operate the same in accordance with the relevant Manuals.
- 5.4. The Merchant grants Moneybookers the right to access the Merchant Website for the purpose of conducting manual checks or automated searches in order to investigate the accuracy of information contained on the Merchant Website in relation to the Moneybookers Services, provided that (i) Moneybookers shall be under no obligation to conduct such searches or checks and (ii) any such searches shall under no

circumstances be deemed an approval of any contents of the Merchant Website.

- 5.5. In addition to the security requirements set forth in the Terms of Use, the Merchant shall enable the login restriction tools offered in the "Merchant Tools" section of the Moneybookers Website for both the Automated Payment Interface and the Merchant Account login through the Moneybookers Website. The Merchant shall further restrict any login to its Merchant Account to only one or a range of IP addresses. If the Merchant has registered more than one Merchant Account, the foregoing shall apply to all Merchant Accounts.
- 5.6. Without prejudice to payments prohibited under the Terms of Use, the Merchant shall not receive payments as consideration for the delivery of tobacco products, prescription or non-prescription drugs, pornographic content or services, illegal downloads or goods or services infringing intellectual property rights of a third party, or for any other goods or services the offering or provision of which is illegal under applicable law.
- 5.7. The Merchant shall co-operate with Moneybookers to investigate any suspected illegal, fraudulent or improper activity.
- 5.8. Upon commencement of the Agreement and at any time thereafter for purposes of complying with Regulatory Requirements, the Merchant shall provide Moneybookers with such information about its business, corporate structure and constitution, shareholders, partners, members, directors, key employees or, in the case of a trust, its beneficiaries. In particular, the Merchant shall inform Moneybookers in writing of any changes to its business model or the goods or services it sells or distributes if such change is or can reasonably expected to be relevant with regards to compliance with Regulatory Requirements. Without applying the liability limits contained in clauses 13.1 and 13.2, the Merchant shall indemnify Moneybookers against all losses arising out of the Merchant's failure to notify Moneybookers of any such changes that are relevant for compliance with Regulatory Requirements. Business applicable to Moneybookers or the Merchant.
- 5.9. The Merchant shall not charge its customers a processing fee, markup or other surcharge for making payments through the Moneybookers Services.
- 5.10. The Merchant shall provide its customers with a clear and fair return and refund policy. Upon request, the Merchant shall provide to Moneybookers a copy of its return and refund policy and shall notify Moneybookers of any subsequent change to such policy.

#### 6. Reserve

- 6.1. For the purposes of establishing a Reserve, Moneybookers reserves the right to prevent a certain amount of funds from being withdrawn from the Merchant Account or used for payments to third parties. This shall apply regardless of any termination of this Agreement for as long as funds are held on the Merchant Account. The amount of the Reserve (either expressed as an absolute amount or as a percentage of past payments into the Merchant Account) shall be determined by Moneybookers at any time in its sole discretion. Moneybookers shall notify the Merchant of the imposition of a Reserve and its amount as well as any increase or reduction of the Reserve without undue delay.
- 6.2. Without restricting Moneybookers' discretion under clause 6.1, Moneybookers may take into account, amongst others, the following factors when determining the amount of any Reserve:
  - 6.2.1. The Merchant ceases its business or a substantial part thereof;
  - 6.2.2. The Merchant materially alters the nature of its business;
  - The Merchant's business activities carry a higher than normal risk of chargebacks or other reversals of costumer payments;
  - 6.2.4. The Merchant's overall financial standing;
  - 6.2.5. The Merchant becomes insolvent or is otherwise unable to pay debts as they fall due;

- 6.2.6. Moneybookers receive a disproportionate number of customer complaints, chargebacks or other payment reversals, fines, penalties or other liability related to the Merchant Account; or
- 6.2.7. Moneybookers reasonably believes that the Merchant will not be able to perform its obligations under this Agreement.
- 6.3. The Merchant agrees to provide Moneybookers, upon reasonable request and at the Merchant's expense, with information about its financial and operational status, including the most recent financial statements. The Merchant shall also undertake, at its own expense, any further action (including executing any necessary documents and registering any form of document) reasonably required to establish such form of security as reasonably required by Moneybookers.
- 6.4. If required by Moneybookers, the Merchant shall pay such amounts into its Merchant Account as reasonably determined by Moneybookers to fund an initial Reserve or to react to unforeseen increased risks of payment reversals that is not covered by the Merchant Account's then current balance.
- 6.5. Notwithstanding any of the foregoing, where a Merchant incurs a negative balance on his Merchant Account or becomes otherwise liable for the repayment of monies, the Merchant shall be obliged to make good such negative balance or make a corresponding payment to Moneybookers within 7 days of Moneybookers' request or demand for such payment. In respect of overdue payments, Moneybookers has the right to charge interest in the amount of 4% above the base lending rate of Lloyds TSB Bank per year (accruing daily).

#### 7. Warranties

Each party warrants and represents to the other party that:

- 7.1. it has and will maintain all required rights, powers and authorisations (in the case of Moneybookers the FSA authorisation) to enter into this Agreement and to fulfil its obligations hereunder;
- 7.2. it will perform its obligations hereunder with reasonable skill and care; and
- 7.3. it has in place and will maintain adequate facilities (including staff training, internal controls and technical equipment) to comply with its data protection and confidentiality obligations hereunder.

#### 8. Additional Merchant Warranties

The Merchant warrants and represents that:

- 8.1. the goods and services that are made available to customers comply with applicable law in any jurisdiction in or to which the Merchant is making its goods and services available and that the Merchant has at all times all requisite licences and permits in place to engage in the advertising and provision of its goods and services.
- 8.2. it is not receiving funds in connection with any illegal, fraudulent, deceptive or manipulative act or practice and that the Merchant is not sending or receiving funds to or from an illegal source.

## 9. Fees

- 9.1. The fees for the Moneybookers Services are as set out in the cover pages or the Fee Schedule. Unless otherwise indicated, fees are quoted in Euro.
- 9.2. Unless otherwise stated, a chargeback fee of €25 per chargeback of credit or debit card transactions and €7 per chargeback of direct debits applies, regardless of whether the chargeback is subsequently challenged or reversed.
- 9.3. Fees are quoted exclusive of Value Added Tax. In case Value Added Tax or any other sales tax is or become chargeable,

Moneybookers will add such tax to the amount payable but shall, where required, provide information on the net amount, the amount of tax and the tax rate applied.

- 9.4. Any fee payable by the Merchant shall be deducted from the Merchant Account balance. If the Merchant Account balance is insufficient, or the Merchant Account balance becomes negative, Moneybookers reserves the right to invoice the Merchant for any shortfall.
- 9.5. The fees are subject to change pursuant to clause 10.
- 9.6. Where Moneybookers is unable to deduct any fees or other monies payable by the Merchant from the balance of the Merchant Account Moneybookers shall issue an invoice for the amount owed. Invoices are payable within 15 days of the date of the invoice. In case of overdue payments, Moneybookers reserves the right to (i) charge interest in the amount of 4% above the base lending rate of Lloyds TSB Bank per year (accruing daily); and/or (ii) terminate this Agreement with immediate effect by giving written notice to the Merchant.

#### 10. Change of Terms and Conditions

This Agreement is subject to change from time to time. Changes may be made by mutual agreement between the parties, or by notice from Moneybookers to the Merchant under the following procedure:

- 10.1. Moneybookers shall give the Merchant notice of any proposed change to this Agreement (a "Change Notice").
- 10.2. A Change notice may be given by letter to the current or last known trading address of the Merchant or the Merchant's registered office or by email to any of the emails registered with the Merchant Account.
- 10.3. The proposed change shall come into effect automatically
  - 10.3.1. two months after the date of the Change Notice if the Merchant is a Micro-Enterprise or Small Charity, unless the Merchant gives written notice to Moneybookers that it objects to the proposed changes; or
  - 10.3.2. two weeks after the date of the Change Notice if the Merchant is not a Micro-Enterprise or Small Charity, unless the Merchant gives written notice to Moneybookers that it objects to the proposed changes;
- 10.4. Moneybookers may stipulate in a Change Notice a different time period for the coming into effect of any change provided that such time period may not be less than two months for Micro-Enterprises and Small Charities.
- 10.5. If no objection notice is received by Moneybookers within the stipulated time frame, the Merchant is deemed to have accepted the change.
- 10.6. The Merchant has the right to terminate this Agreement with immediate effect at any time before the change becomes effective.
- 10.7. Unless the parties agree otherwise, a Merchant's Objection Notice shall be deemed to constitute a notice to terminate this Agreement effective on the date immediately before date on which the proposed change would otherwise come into effect under clause 10.3.

#### 11. Taxes

It is the Merchant's responsibility to determine which, if any, taxes apply to the payments received, and to report and remit the correct tax to the appropriate tax authority. Moneybookers is not obligated to determine whether taxes apply, and is not responsible to collect, report, or remit any taxes arising from any transaction.

#### 12. Intellectual Property

12.1. For the duration and strictly for the purpose of this Agreement, the parties grant each other a non-exclusive, worldwide, royalty-free, non-transferable licence to copy, use and display any logo,



trademark, trade name or other intellectual property owned by or licensed to the other party.

- 12.2. Any use, adaptation or amendment of intellectual property (except for non-material adaptation or amendments necessitated by the use for a particular purpose as contemplated by the parties) shall be subject to prior written approval by the party licensing the intellectual property in question. No party shall use the other party's intellectual property or mention the other party in any public communication without the first party's prior written approval.
- 12.3. Except as expressly stated, nothing in this Agreement shall grant or be deemed to grant to any party any right, title or interest in any logos, trademarks, trade names or other intellectual property licensed to that party by the other party.
- 12.4. In using the other party's intellectual property (or intellectual property licensed to that other party by a third party), each party shall follow the other party's reasonable instructions having regard to the purpose of such use under this Agreement and the jurisdiction in which the other party's intellectual property is used. With respect to intellectual property owned or licensed by Card or Payment Schemes, the Merchant shall also follow instructions given by the relevant Card or Payment Scheme. The Merchant shall not use such intellectual property in a way that is or may be detrimental to the business or brand of the relevant Card or Payment Scheme.
- 12.5. Each party warrants and represents that it owns or has the right to use and sub-licence any intellectual property which it uses or licenses for use to the other party.
- 12.6. Without prejudice to its right to give instructions under clause 12.4, Moneybookers reserves the right at any time and in its sole discretion to require the Merchant to stop displaying, distributing or otherwise making use of the intellectual property licensed to the Merchant by Moneybookers.
- 12.7. Each party (the "Indemnifying Party") shall indemnify and hold harmless the other party and its employees and directors (the "Indemnified Party") for and against any and all claims, losses, liabilities, costs expenses or damages (including reasonable legal fees) incurred by reason of any claim, demand, lawsuit or action by a third party (other than an employee or director of the Indemnified Party) resulting from an actual or alleged infringement of any third party intellectual property right in connection with material provided by the Indemnifying Party.
- 12.8. The indemnity under clause 12.7 shall only be available if the Indemnified Party:
  - 12.8.1. uses reasonable efforts to notify the Indemnifying Party of such claim as early as possible and in writing;
  - 12.8.2. uses reasonable efforts to mitigate the loss or amount of the claim;
  - 12.8.3. refrains from admitting any liability or settling any claim without the prior written consent of the Indemnifying Party; and
  - 12.8.4. provides, at its own cost, reasonable co-operation in the defence or settlement of such claim.

## 13. Liability

- 13.1. Neither party shall be liable in contract, tort (including negligence or breach of statutory duty) or otherwise for any indirect or consequential loss or damage of any kind including punitive or exemplary damages or for any loss of profit or loss of contract, loss of goodwill or reputation, loss of opportunity, loss of revenue or third party loss whether foreseeable or otherwise.
- 13.2. Subject to clauses 13.3, 13.4 and 13.5 and any other clause explicitly excluding the effect of this clause, the aggregate liability of each party in contract, tort, negligence or otherwise

arising out of or in connection with this Agreement in any period of 12 months from the commencement date or any anniversary thereof (each a "Contract Year") shall be limited to the lower of (i) EUR 10,000 or (ii) the total amount of fees received by Moneybookers from the Merchant in the previous Contract Year (or, in the first Contract Year, the fees received to date).

- 13.3. Nothing in this Agreement shall operate to exclude or restrict a party's liability
  - 13.3.1. for fraud and fraudulent misrepresentation;
  - 13.3.2. for death or personal injury due to negligence;
  - 13.3.3. for payments pursuant to clauses 4.2, 6.5 and 9;
  - 13.3.4. for remittance payments due to the Merchant subject to the provisions of this Agreement;
  - 13.3.5. for wilful and malicious misconduct;
  - 13.3.6. for damage to real or tangible personal property;
  - 13.3.7. for a breach of clause 14 (Confidentiality) (subject to clause 13.6); and
  - 13.3.8. to the extent that such exclusion or restriction is prohibited under applicable law.
- 13.4. Unless expressly stated otherwise, no indemnity obligation under this Agreement shall be subject to the limitations of liability contained in this clause 13.
- 13.5. In case of a breach by the Merchant of any of the clauses 5.3 to 5.8 (inclusive), clause 8, or clause 12 (with regard to intellectual property licensed to the Merchant under a sub-license granted by any Card or Payment Scheme) :
  - 13.5.1. the liability restrictions of clauses 13.1 and 13.2 shall not apply;
  - 13.5.2. the Merchant shall indemnify Moneybookers against all third party claims, losses, damages, fines, penalties, arising out of or in connection with such breach;

provided always that any contributory negligence on Moneybookers' part shall be taken into account so as to reasonably and proportionately reduce the Merchant's liability under this clause.

- 13.6. Moneybookers shall not be liable for any of the following:
  - 13.6.1. a hardware, software or internet connection is not functioning properly;
  - 13.6.2. any suspension or refusal to accept payments which Moneybookers has reason to believe to be made fraudulently or without proper authorisation;
  - 13.6.3. the payment instructions received contain incorrect or improperly formatted information; or
  - 13.6.4. unforeseen circumstances preventing the proper performance despite any reasonable precautions taken by Moneybookers. Such circumstances may include, but are not limited to acts of god, power outages, fire, flood, theft, equipment breakdowns, hacking attacks, internal mechanical or systems failures as well as downtimes of the Moneybookers website.

#### 14. Confidentiality

- 14.1. During the term of this Agreement and thereafter, each party shall use and reproduce the other party's Confidential Information only for purposes of this Agreement and only to the extent necessary for such purpose and will restrict disclosure of the other party's Confidential Information to its employees, consultants or independent contractors with a need to know and will not disclose the other party's Confidential Information to any third party without the prior written approval of the other party.
- 14.2. Notwithstanding the foregoing, it will not be a breach of this Agreement for either party to disclose Confidential Information of

the other party if required to do so under law or in a judicial or governmental investigation or proceeding.

14.3. The confidentiality obligations shall not apply to information that (i) is or becomes public knowledge through no action or fault of the other party; (ii) is known to either party without restriction, prior to receipt from the other party under this Agreement, from its own independent sources as evidenced by such party's written records, and which was not acquired, directly or indirectly, from the other party; (iii) either party receives from any third party reasonably known by such receiving party to have a legal right to transmit such information confidential; or (iv) information independently developed by either party's employees or agents provided that either party can show that those same employees or agents had no access to the Confidential Information received hereunder.

### 15. Data Protection

- 15.1. Each party, when acting as data processor, shall process personal data in accordance with Regulatory Requirements.
- 15.2. Where one party acts as the data processor (the "Data Processor") of personal data processed by the other party as data controller (the "Data Controller"), the Data Processor shall at all times follow the Data Controller's reasonable instructions with regards to the personal data processed.
- 15.3. In case the Merchant integrates any fast registration gateway functionality as further described in the relevant Manuals in order to facilitate payments by new Moneybookers customers, the Merchant shall procure all necessary consents from such customers to process and share with Moneybookers any data required to facilitate the use of such fast registration functionality.

#### 16. Termination

- 16.1. Without prejudice to termination rights under the Terms of Use, Moneybookers may terminate this Agreement immediately:
  - 16.1.1. if the Merchant files a petition for bankruptcy, becomes insolvent, or makes any arrangement or composition with or assignment for the benefit of its creditors, or a receiver is appointed for the Merchant or its business, or the Merchant goes into liquidation either voluntarily (otherwise than for reconstruction or amalgamation) or compulsorily;
  - 16.1.2. upon the occurrence of a material breach of this Agreement by the Merchant if such breach is not remedied within five (5) business days after written notice is received by the Merchant identifying the matter or circumstances constituting the material breach; or
  - 16.1.3. if the Merchant violates or fails to comply with any applicable law, regulation or any order by a competent court or government authority.
- 16.2. The Merchant may terminate this Agreement at any time without reason by giving notice to Moneybookers.
- 16.3. Moneybookers may terminate this Agreement at any time without reason
  - 16.3.1. by giving two months' notice if the Merchant is a Micro-Enterprise or Small Charity; or
  - 16.3.2. by giving three weeks' notice if the Merchant is not a Micro-Enterprise or Small Charity.
- 16.4. Any termination under the Terms of Use shall be deemed a termination of this Agreement.

#### 17. Assignment, Third Party Rights

- 17.1. The Merchant may not assign any of its rights under this Agreement to a third party without the prior written consent of Moneybookers.
- 17.2. The Merchant may not out-source the performance of any of its obligations under this Agreement without the prior written consent of Moneybookers, such consent not to be unreasonably withheld.
- 17.3. No person who is not a party to this Agreement shall have rights under the Contracts (Rights of Third Parties) Act 1999 or otherwise to enforce any term of this Agreement.
- 17.4. In case the Merchant
  - 17.4.1. acquires another existing Moneybookers merchant or its business;
  - 17.4.2. is acquired or its business is acquired by another existing Moneybookers merchant;
  - 17.4.3. merges with another existing Moneybookers merchant; or
  - 17.4.4. enters into a cooperation with another existing Moneybookers merchant

the Merchant shall pay, upon Moneybookers' notice to the Merchant, either (i) its current fees or (ii) the current fees applicable to the other merchant or (iii) such reasonable combination of its own current fees and the fees payable by the other merchant as determined by Moneybookers. Moneybookers shall send a notice within one month of the later of (a) completion of the acquisition, merger or cooperation, or (b) Moneybookers' gaining knowledge of such acquisition, merger or cooperation. If no notice is sent within this time period, the Merchant shall continue to pay its current fees. In case the Merchant is a Mirco-Enterprise or Small Charity, the fee change shall apply on the date which is 2 months after the Merchant's receipt of the notice. In case the Merchant is not a Mirco-Enterprise or Small Charity, the fee change shall apply on the date which is 1 week after the Merchant's receipt of the notice.

#### 18. Relationship of the parties

The Merchant and Moneybookers are independent contractors under this Agreement, and nothing herein will be construed to create a partnership, joint venture or agency relationship between them. Neither party has authority to enter into agreements of any kind on behalf of the other.

#### 19. Non-solicitation of employees

The Merchant undertakes that it will not for the term of this Agreement and a period of six months thereafter on its own behalf or on behalf of any person directly or indirectly canvass, solicit or endeavour to entice away from Moneybookers or an associated company any person who has at any time during the term of this Agreement been employed or engaged by Moneybookers or an associated company.

#### 20. Notices

- 20.1. Any notice to be given under this Agreement must be given in writing and delivered either by hand, first class prepaid post or other recognised delivery service, or by facsimile. Notwithstanding the foregoing, Moneybookers may give notice to the Merchant by sending an email to any of the email addresses registered with the Merchant Account.
- 20.2. The parties agree to conduct all communication in relation to this Agreement in English. Where Moneybookers sends or accepts communication in another language, this shall be for convenience only and shall not change English as the agreed language of communication for future communications.



### 21. Choice of law and forum

This Agreement and any legal relationship between the parties arising in connection with it shall be governed by and construed in accordance with the laws of England regardless of the venue or jurisdiction in which a dispute is being determined. Each party hereby irrevocably submits to the non-exclusive jurisdiction of the English Courts.

#### 22. Waiver

Any waiver of a right under this Agreement shall only be effective if agreed or declared in writing. A delay in exercising a right or the non-exercise of a right shall not be deemed a waiver and shall not prevent a party from exercising that right in the future (subject to the provisions of the Limitations Act 1980).

#### 23. Severability

If any part of this Agreement is found by a court of competent jurisdiction to be invalid, unlawful or unenforceable then such part shall be severed from the remainder of the Agreement, which shall continue to be valid and enforceable to the fullest extent permitted by law.

## 24. Entire Agreement

This Agreement including all Schedules and other documents referred to herein and the Terms of Use and all documents referred to therein, represents the entire agreement of the parties in relation to its subject matter. Each party acknowledges that it has entered into this Agreement in reliance only on the representations, warranties, promises and terms contained in this Agreement and, save as expressly set out in this Agreement, neither party shall have any liability in respect of any other representation, warranty or promise made prior to the date of this Agreement unless it was made fraudulently.

### 25. Variation

Subject to clause 18 of the Terms of Use and clause 10 above, no variation or amendment to this Agreement shall be effective unless recorded in writing and signed by the duly authorised representatives of both parties.