1. **WHAT IS THE BLE$$ WALLET**

1.1. The Ble$$ Wallet is a prepaid value product administered by Bless App (Pty) Ltd ("Ble$$, we, us, our") and backed by Nedbank Limited ("**Nedbank**") under a sponsorship arrangement. The Ble$$ Wallet is not a bank account or deposit with Ble$$.

1.2. The Ble$$ Wallet enables you to store prepaid value backed by funds held in a segregated safeguarding account with Nedbank (the "**Ble$$ Prepaid Value**") and to use such Ble$$ Prepaid Value to buy goods directly from Ble$$ shops and identified merchants.

1.3. You can add Ble$$ Prepaid Value to your Ble$$ Wallet using cash, a bank card, voucher or a bank transfer. Once your Ble$$ Wallet is loaded, you can pay at any Ble$$ shop quickly and securely using your Ble$$ Prepaid Value.

2. **WHO OPERATES THE BLE$$ WALLET**

2.1. The funds backing your Ble$$ Prepaid Value are held in a segregated safeguarding account with Nedbank in terms of our sponsorship arrangement with Nedbank.

2.2. Ble$$ operates and administers the Ble$$ Wallet platform only. Ble$$ does not accept deposits and your Ble$$ Wallet is not a bank account.

2.3. Nedbank provides the banking and settlement systems, and Ble$$ manages your Ble$$ Wallet, your information, and customer support.

3. **WHAT CAN YOU USE YOUR BLE$$ WALLET FOR?**

3.1. You can use your Ble$$ Wallet to:

3.1.1. store your Ble$$ Prepaid Value;

3.1.2. buy goods at a discount from any Ble$$ shop;

3.1.3. ble$$ other people - send Ble$$ Prepaid Value to another person that has a Ble$$ Wallet;

3.1.4. be ble$$ed – receive Ble$$ Prepaid Value into your Ble$$ Wallet from someone else that has a Ble$$ Wallet; and

3.1.5. get refunds or credits from Ble$$ if you return goods or if a transaction is reversed.

3.2. Wallet-to-wallet transfers are only permitted between verified Ble$$ Wallet holders within the Republic of South Africa and are subject to transaction limits, compliance procedures and the sponsorship arrangement with Nedbank.

3.3. You can check your Ble$$ Prepaid Value and see your transaction history on your phone.

3.4. You cannot use your Ble$$ Prepaid Value for gambling or illegal transactions.

4. THE THREE BLE$$ WALLET TYPES

To make our service safe and fair for everyone, there are three types of Ble$$ Wallets that you can choose from. Each wallet type has different limits and requirements based on how you use your wallet.

4.1. The Basic Ble$$ Wallet

4.1.1. The Basic Ble$$ Wallet will only allow you to:

a) store your Ble$$ Prepaid Value; and

b) make purchases at a Ble$$ shop.

4.1.2. You can have Ble$$ Prepaid Value of up to R2 500 (two thousand five hundred rand) stored in your Basic Ble$$ Wallet at any given time. This means your Basic Ble$$ Wallet can never have Ble$$ Prepaid Value that is above the value of R2 500 (two thousand five hundred rand).

4.1.3. To open a Basic Ble$$ Wallet, you only need to provide and verify your South African mobile telephone number using the verification process prescribed by Bless. No identity verification is required unless Bless is required by law or reasonably considers additional verification necessary.

4.2. The Standard Ble$$ Wallet

4.2.1. The Standard Ble$$ Wallet will allow you to:

a) store your Ble$$ Prepaid Value;

b) make purchases at a Ble$$ shop;

c) be ble$$ed by other people;

d) withdraw your Ble$$ Prepaid Value to your nominated bank account; and

e) ble$$ other people.

4.2.2. You can have Ble$$ Prepaid Value of up to R10 000 (ten thousand rand) in your Standard Ble$$ Wallet.

4.2.3. To open the Standard Ble$$ Wallet, we only need your full names, cellphone number, a photo of you and your South African ID or passport, and your address.

4.3. <u>The Premium Ble$$ Wallet</u>

4.3.1. The Premium Ble$$ Wallet is mostly for business owners and people who use large amounts.

4.3.2. The Premium Ble$$ Wallet will allow you to:

a) store your Ble$$ Prepaid Value;

b) make purchases at a Ble$$ shop;

c) be ble$$ed by other people with more money;

d) withdraw your Ble$$ Prepaid Value to your nominated bank account; and

e) ble$$ other people with more money.

4.3.3. You can have Ble$$ Prepaid Value of up to R50 000 (fifty thousand rand) in your Premium Ble$$ Wallet.

4.3.4. To open the Premium Ble$$ Wallet, we will need your:

a) full name or the name of your registered business;

b) cellphone number;

c) a certified copy of your South African ID, passport or company registration documents; and

d) proof of address that is not older than 3 months.

4.3.5. The Ble$$ Premium Wallet functionality is subject to enhanced due diligence, source of funds verification, ongoing transaction monitoring and any additional requirements imposed by Ble$$, Nedbank or applicable law.

4.4. If your spending or wallet activity increases, we may ask you to upgrade your wallet and provide the extra documents.

5. **BLE$$ WALLET VALUE**

5.1. Your Ble$$ Wallet records prepaid value allocated to you. The funds backing that value are held in a segregated safeguarding account with Nedbank."

5.2. You may only add value to your Ble$$ Wallet using a funding method expressly approved by Ble$$.

5.3. Ble$$ may from time to time make one or more of the following Ble$$ Wallet funding methods available:

5.3.1. electronic funds transfer ("**EFT**");

5.3.2. cash deposits made through authorised Ble$$ agents or physical Ble$$ nodes;

5.3.3. pay-by-bank or account-to-account payment methods made available by Ble$$;

5.3.4. the purchase and redemption of a Voucher; and

5.3.5. any other funding method approved by Ble$$.

5.4. You may not fund a Ble$$ Wallet by paying funds directly into any bank account of Ble$$ unless Ble$$ has expressly designated that bank account for Ble$$ Wallet funding purposes.

5.5. <u>EFT Funding</u>

5.5.1. Where Ble$$ permits Wallet funding by EFT:

a) you must transfer funds from a bank account held in your own name;

b) you must use the reference details specified by Ble$$;

c) your Ble$$ Wallet will only be credited once the funds have been received and cleared by Ble$$; and

d) Ble$$ may refuse to credit your Ble$$ Wallet where the payment reference is incorrect, incomplete or cannot be matched to the relevant Customer.

5.5.2. Ble$$ may require you to provide proof of payment, proof of identity or any other information reasonably required to verify the transaction.

5.5.3. Ble$$ may refuse or reverse an EFT funding transaction if:

a) the funds originate from a third-party account not approved by Ble$$;

b) the transaction appears suspicious, fraudulent or unlawful;

c) Ble$$ is required to do so by law; or

d) you have breached these Terms and Conditions.

5.6. Cash Funding Through Agents or Physical Nodes

5.6.1. Ble$$ may permit you to provide cash to an authorised Ble$$ agent or at an authorised Ble$$ physical node in order to purchase value for your Ble$$ Wallet.

5.6.2. You acknowledge that:

a) only agents and physical nodes authorised by Ble$$ may accept cash;

b) the agent or node acts solely as an intermediary for Ble$$;

c) you must obtain and retain a receipt or transaction confirmation; and

d) your Ble$$ Wallet will only be credited once the relevant cash transaction has been recorded and confirmed in Ble$$'s systems.

5.6.3. Ble$$ may require you to produce proof of identity or any other information before accepting cash.

5.6.4. Ble$$ may impose transaction limits, enhanced due diligence requirements or additional verification measures where:

a) the cash amount exceeds a threshold determined by Ble$$;

b) multiple cash transactions are conducted over a short period; or

c) Ble$$ reasonably believes that additional verification is required.

5.6.5. Ble$$ may refuse to accept cash or may delay crediting your Ble$$ Wallet if:

a) you cannot be identified or verified;

b) the cash is suspected to be counterfeit;

c) the transaction appears suspicious or inconsistent with your profile;

d) the transaction may contravene the laws of the Republic of South Africa; or

e) Ble$$ is required to do so in terms of its anti-money laundering, counter-terrorist financing or fraud prevention obligations.

5.7. Pay-by-Bank / Account-to-Account Funding

5.7.1. Ble$$ may permit you to fund a Ble$$ Wallet using a pay-by-bank, account-to-account or similar payment mechanism made available through a participating financial institution.

5.7.2. Where a pay-by-bank method is used:

a) you authorise the relevant bank or payment provider to transfer funds to Ble$$;

b) the payment is made for the purpose of purchasing Ble$$ Wallet value or a Voucher, as specified by Ble$$;

c) your Ble$$ Wallet will only be credited after Ble$$ has received confirmation that the payment has been successfully completed; and

d) Ble$$ may reject any payment that is reversed, disputed or not properly authorised.

5.7.3. You may only use a bank account held in your own name unless Ble$$ has expressly approved another arrangement.

5.8. Funding by Voucher

5.8.1. Ble$$ may permit you to fund your Ble$$ Wallet by redeeming a prepaid digital voucher issued by Ble$$ (the "**Voucher**") purchased from Ble$$.

5.8.2. A Voucher is a separate closed-loop product purchased by you before your Ble$$ Wallet is funded.

5.8.3. The purchase of a Voucher does not create a bank account, payment account or deposit. A Voucher only becomes usable once redeemed into your Ble$$ Wallet.

5.8.4. Where you use a Voucher:

a) You will first purchase the Voucher using an approved payment method, including via a bank;

b) Ble$$ issues a Voucher reference number, code or identifier;

c) you must separately redeem the Voucher into your Ble$$ Wallet by selecting “Redeem” on the Ble$$ system; and

d) your Ble$$ Wallet will only be credited once the Voucher has been successfully redeemed.

5.8.5. You acknowledge that the purchase of a Voucher is not the same as directly funding your Ble$$ Wallet.

5.8.6. A Voucher:

a) is not a bank deposit;

b) is not redeemable for cash;

c) may not be withdrawn to a bank account;

d) may only be redeemed into a Ble$$ Wallet or used within the Ble$$ ecosystem;

e) may expire;

f) is not transferable unless Ble$$ expressly allows it.

5.8.7. Unused voucher value may be refunded only where required by law.

5.8.8. Ble$$ may impose limits on:

a) the value of any Voucher;

b) the number of Vouchers that may be purchased or redeemed;

c) the frequency of Voucher purchases or redemptions; and

d) the total Wallet balance or transaction volumes.

6. **FEES**

6.1. Opening and closing your Ble$$ Wallet is free.

6.2. We may charge small fees for things like cash deposits, withdrawals, or special services. You will always see or be told about a fee before we charge it.

7. **KEEPING YOUR WALLET SAFE**

7.1. Please keep your phone, PIN, and any one-time password (OTP) secret.

7.2. Never share them with anyone, not even Ble$$ staff or agents.

7.3. If you think someone has used your wallet without permission or if your phone is lost, contact us immediately. at your nearest Ble$$ shop. We may block your wallet temporarily to protect your funds while we check what happened.

8. **REFUNDS AND PROBLEMS**

8.1. If you have a problem with a payment or you need a refund, please contact the Ble$$ team at any Ble$$ shop within 7 days of the transaction.

8.2. We will investigate and refund you if your claim is valid.

8.3. If a product you bought at an Ble$$ shop is faulty, your rights under the Consumer Protection Act apply.

9. **WITHDRAWALS FROM YOUR BLE$$ WALLET**

9.1. You may only withdraw funds from your Ble$$ Wallet using a withdrawal method approved by Ble$$.

9.2. Ble$$ may make one or more of the following withdrawal methods available:

9.2.1. cash withdrawals through authorised Ble$$ agents or physical Ble$$ nodes;

9.2.2. transfer of funds to a verified bank account held in your own name; and

9.2.3. a cardless cash withdrawal process facilitated through a bank's cardless withdrawal service.

9.3. All withdrawals are subject to:

9.3.1. sufficient cleared funds being available in your Ble$$ Wallet;

9.3.2. the payment of any applicable fees;

9.3.3. Ble$$'s verification, fraud and compliance procedures; and

9.3.4. any transaction limits or restrictions imposed by Ble$$.

9.4. You may only withdraw funds from your Ble$$ Wallet held in your own name.

9.5. Ble$$ may refuse, delay, suspend or reverse a withdrawal where:

9.5.1. you cannot be identified or verified;

9.5.2. the withdrawal request appears suspicious, fraudulent or unauthorised;

9.5.3. Ble$$ reasonably believes that the transaction may contravene any law, regulatory requirement or internal policy;

9.5.4. your Ble$$ Wallet does not contain sufficient funds to cover the withdrawal and any applicable fees; or

9.5.5. Ble$$ is required to do so by a bank, regulator, law enforcement authority or payment system participant.

9.6. <u>Cash Withdrawal Through Agents or Physical Nodes</u>

9.6.1. Where Ble$$ permits cash withdrawals through an authorised agent or physical node:

a) you must attend in person;

b) you must provide the information and identification required by Ble$$;

c) you may be required to provide a one-time PIN or other security credential; and

d) the withdrawal will only be completed once the agent or node has verified your identity and confirmed the transaction on Ble$$' systems.

9.6.2. The agent is acting on behalf of Ble$$ and/or Nedbank in facilitating the withdrawal.

9.6.3. Ble$$ may impose daily, weekly or monthly limits on cash withdrawals.

9.6.4. You must immediately verify the amount of cash received. Once the Customer has left the agent or node, Ble$$ may not be able to investigate any claim relating to a shortage of cash.

9.7. Withdrawal to Verified Bank Account

9.7.1. You may request that funds be transferred from your Ble$$ Wallet to a bank account held in your own name.

9.7.2. Ble$$ may require you to:

a) register and verify the relevant bank account before any withdrawal is processed;

b) provide proof that the bank account belongs to you; and

c) complete additional verification steps before the transfer is made.

9.7.3. Ble$$ will not transfer funds to:

a) a bank account held in the name of another person;

b) an unverified bank account; or

c) any bank account which Ble$$ reasonably believes is being used unlawfully or fraudulently.

9.7.4. You are responsible for ensuring that the bank account details provided are correct. If you provide incorrect bank account details, Ble$$ will not be responsible for any resulting loss and may not be able to recover the funds.

9.8. Nedbank ATM and Retail Withdrawal

9.8.1. Ble$$ may permit you to withdraw funds using participating ATMs and retails stores identified by Ble$$ from time to time.

9.8.2. Where you select this withdrawal option:

a) You or a Ble$$ agent will initiate the withdrawal request through Ble$$' system;

b) Ble$$ will instruct Nedbank or its approved service provider to facilitate the withdrawal;

c) Nedbank will generate a voucher number and PIN;

d) Ble$$ will send the voucher number and PIN to you using the contact details recorded on your account; and

e) you may use the voucher number and PIN to withdraw cash at an approved Nedbank withdrawal point.

9.8.3. You must keep the voucher number and PIN secure and confidential. Anyone who has access to the voucher number and PIN may be able to withdraw the funds.

9.8.4. You are responsible for ensuring that the cellphone number and other contact details recorded on your account are correct.

9.8.5. If you delete or lose the message containing the voucher number and PIN before the withdrawal expires, you may retrieve the voucher and PIN using the process prescribed by Nedbank, including by dialling *120*001# where applicable.

9.8.6. You have 30 days from the date on which the voucher number and PIN are issued to complete the withdrawal.

9.8.7. If you do not complete the withdrawal within the 30-day period:

a) the withdrawal instruction will expire;

b) the voucher number and PIN will become invalid; and

c) the funds will be returned to your Ble$$ Wallet, less any fees already charged.

9.8.8. A withdrawal must be withdrawn in full. Partial withdrawals are not permitted.

9.8.9. A withdrawal will not be processed if:

a) your Ble$$ Wallet does not contain sufficient funds to cover both the withdrawal amount and any applicable fees;

b) the service is temporarily unavailable, delayed, suspended or terminated;

c) the transaction would be unlawful or would breach any anti-money laundering, sanctions or other legal requirement;

d) Ble$$, Nedbank or any service provider reasonably suspects fraud, unlawful conduct or misuse of the service; or

e) Ble$$, Nedbank or the relevant service provider decides not to process the withdrawal for any other legitimate operational, regulatory or risk-related reason.

9.8.10. Ble$$ will not issue a replacement voucher number or PIN or transfer the withdrawal to another cellphone number if:

a) you provided an incorrect cellphone number;

b) you change cellphone numbers after the withdrawal has been initiated; or

c) the original voucher number and PIN have already been issued, except where Ble$$ or Nedbank expressly permits this.

9.8.11. No interest will accrue on any amount that is the subject of a pending withdrawal.

9.8.12. Ble$$, Nedbank and their service providers may monitor, record or intercept the use of the withdrawal service and any information submitted by you to the extent permitted by law.

10. YOUR INFORMATION AND PRIVACY

10.1. We collect your personal details so that we can open your wallet, keep your account safe, and follow South African laws on financial crime.

10.2. Your information is protected under the Protection of Personal Information Act (POPIA).

10.3. We may share your information with Nedbank or regulators if required by law, but we never sell your information.

11. **CLOSING YOUR BLE$$ WALLET**

11.1. You can close your Ble$$ Wallet at any time by visiting a Ble$$ shop.

11.2. If there is money left in your Ble$$ Wallet, we will refund it to you unless the law prevents us from doing so.

11.3. We may close your Ble$$ Wallet if it has been inactive for more than a year or if it is being used for illegal or suspicious purposes.

11.4. If we consider it necessary, or if applicable South African or international laws, rules, regulations, restrictions or policies require it to do so, we may, in our sole discretion restrict the use of, suspend and/or terminate your Ble$$ Wallet without notice to you, if we suspect that your Ble$$ Wallet has been or is being used fraudulently, negligently or unlawfully for money laundering activities, financing terrorist and related activities, or in contravention of applicable law.

11.5. We may at any time and at its sole discretion deactivate your Ble$$ Wallet if you do not comply with these Terms and Conditions or for any other reason.

11.6. Upon termination of your Ble$$ Wallet due to breach of these Terms and Conditions, you will be advised to withdraw all your funds that are represented by your Ble$$ Prepaid Value within 30 days. However, should you not withdraw your funds before your Ble$$ Wallet is deactivated, Nedbank shall transfer your remaining funds into a non-bearing interest account where the funds will be held until such time that you request the funds.

12. **DECEASED ESTATE MANAGEMENT**

12.1. In the unfortunate event of your death, a letter from the executor or administrator of the estate or your legal representative is required to advise Ble$$ of your death. The letter should include a copy of your death certificate and a copy of your Identity Document.

12.2. Upon receipt of the documentation referenced above, Ble$$ will soft lock your Ble$$ Wallet.

12.3. If at the time of your death you have available funds in your Ble$$ Wallet, we will pay-out such available funds to a nominated trust account as advised by the letter received from your

executor. Should no such account be indicated, we will contact your executor and request that such an account be provided.

12.4. Once the aforementioned has been completed your Ble$$ Wallet and profile will be blacklisted to avoid any potential future use.

13. **COMPLAINTS AND ESCALATION PROCESS**

13.1. If you have a complaint, query or dispute relating to your Ble$$ Wallet, refund, withdrawal or any part of the services provided to you by Ble$$ under these terms and conditions, you must first contact the Ble$$ customer support as soon as possible.

13.2. You may submit a complaint:

13.2.1. in person to any Ble$$ authorised agent;

13.2.2. by telephone using the customer support number published by Ble$$ from time to time;

13.2.3. by WhatsApp, SMS or email using the contact details published by Ble$$; or

13.2.4. through any other complaints process made available by Ble$$.

13.3. When submitting a complaint, you may be required to provide:

13.3.1. your full name, cellphone number and Ble$$ Wallet details;

13.3.2. details of the transaction or issue;

13.3.3. the date and amount of the transaction;

13.3.4. any receipt, proof of payment, reference number, voucher number, screenshot or other supporting information; and

13.3.5. any additional information reasonably requested by Ble$$.

13.4. Ble$$ will acknowledge receipt of your complaint within 2 (two) business days after receiving it.

13.5. Where your complaint relates to a banking, settlement or withdrawal service provided through Nedbank or another banking or payment system participant, Ble$$ may refer your complaint to PASA , Nedbank or relevant person.

13.6. If you remain dissatisfied after Ble$$'s internal complaints process has been completed, you may refer your complaint, where applicable, to:

13.6.1. the relevant banking ombud or other dispute resolution body applicable to the sponsoring bank or payment service provider;

13.6.2. PASA, where the complaint relates to payment system rules or payment processing;

13.6.3. the National Consumer Commission, where the complaint relates to your rights under the Consumer Protection Act; or

13.6.4. any other regulator, ombud, court or authority having jurisdiction.

13.7. Nothing in these Terms and Conditions limits your right to approach a court, regulator, ombud or other competent authority at any time.

14. LIMITATION OF LIABILITY

14.1. To the maximum extent permitted by applicable law, Ble$$, its agents, employees, service providers and partners will not be liable for any loss, damage, delay, cost or expense arising directly or indirectly from:

14.1.1. any delay, interruption, suspension, failure or unavailability of any banking service, payment system, telecommunications network, electricity supply, internet service, mobile network, software platform, ATM, cardless withdrawal service, third-party service provider, payment processor, regulator or government authority;

14.1.2. any delay or failure by Nedbank, PASA, any bank, payment system participant, mobile network operator, agent, merchant or other third party to process, complete or authorise a transaction;

14.1.3. any system outage, maintenance, technical malfunction, cyber incident, network congestion or event beyond Ble$$'s reasonable control;

14.1.4. any instruction, direction, requirement or action by a regulator, law enforcement authority, court, bank, payment system participant or other competent authority;

14.1.5. any incorrect, incomplete, outdated or inaccurate information, bank account details, cellphone number, identification information, voucher number, PIN, payment reference or other information supplied by you;

14.1.6. your failure to keep your phone, PIN, one-time password, voucher number or any security credentials secure and confidential; or

14.1.7. any transaction that is delayed, refused, reversed, suspended or cancelled because Ble$$ reasonably suspects fraud, unlawful conduct, a breach of these Terms and Conditions or a breach of any applicable law or regulatory requirement.

14.2. Ble$$ shall be liable for any indirect, punitive, incidental, special, consequential, or exemplary damages.

14.3. Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited under the laws of the Republic of South Africa, including under the Consumer Protection Act.

15. **TERMINATION AND VARIATION**

15.1. Ble$$ reserves the right to amend the Terms and Conditions as and when it deems it necessary or is required to do so by law. You shall be notified by SMS when changes are effected, however where the changes are required by law or relates to the addition of a new service, extra functionality to the existing service or any other change which neither reduces your rights nor increases your responsibilities, these shall be effective immediately and will be made without prior notice

15.2. If you do not accept any change to the Terms and Conditions, you may immediately close your Ble$$ Wallet.

16. **STAYING IN TOUCH**

16.1. We will send you messages about your wallet, fees, or important updates by SMS, WhatsApp, or email.

16.2. Please keep your contact details up to date so we can reach you.

17. **GENERAL**

17.1. These terms and conditions will be governed by and construed in accordance with the laws of South Africa, and you shall submit to the jurisdiction of the South African Courts.

17.2. These terms and conditions are severable, in that if any provision is determined to be illegal or unenforceable by any court of competent jurisdiction, then such provision shall be deemed to have been deleted without affecting the remaining provisions of the terms and conditions.

17.3. Our failure to exercise any particular rights or provision of these terms and conditions shall not constitute a waiver of such right or provision, unless acknowledged and agreed to by us in writing.

17.4. These terms and conditions, as varied by us from time to time constitute the sole agreement between you and Ble$$.