

Ocean 7 Prepaid VISA Card Terms and Conditions

These terms and conditions apply to your Prepaid Card. You must read them carefully.

In these terms and conditions "Prepaid Card" means the Ocean 7 Prepaid VISA card issued to you or to your Organisation for your use, and any additional, secondary or companion cards issued to you or your Organisation. Your Prepaid Card is an e-money product issued by G-T-P Financial Services Ltd., Storey House, White Cross, Lancaster, Lancashire LA1 4XE, which is authorised and regulated by the Financial Services Authority (registered number 467734) as an e-money issuer.

"Denominated Currency" means pounds sterling.

"Lost and Stolen Card Helpline" means the following telephone number +44 (0) 203 435 0088.

"Merchant" means the entity or locations which accept payments using Your Prepaid Card.

"Organisation" means your organisation or employer as applicable. This applies to Corporate funded cards

"You" means the named Prepaid Cardholder being the authorised user of the Prepaid Card and any additional, secondary or companion Prepaid Cardholders.

"We", "us" or "our" means G-T-P Financial Services Ltd. or Zamir Telecom Ltd. acting on its behalf.

"Website" means the website at www.ocean7card.com.

"Primary Card" means card 1 as shown in the pouch, the chip and pin card

"Secondary Card" means card 2, the card without chip to be used for money transfer purposes.

You can download a copy of these Terms and Conditions at any time from our Website.

Contact our Customer Services team by:

- Telephone +44(0) 203 435 0077;
- Post: 4-6 Davenant Street, Unit # A London E1 5NB
- Email: support@ocean7card.com
- 24 hour lost and stolen helpline: +44 (0) 203 435 0088.

1. Your Prepaid VISA Card

You can use the Prepaid Card at all locations that display the VISA acceptance mark, including shops, restaurants, online, or on the telephone. You can also use your Prepaid Card to make cash withdrawals at ATMS. Before using the Prepaid Card you need to make sure there are enough funds loaded on it. You will not be able to use your Prepaid Card after its expiry date.

Your Prepaid Card is not a credit card and is not in any way connected to your bank account. Funds held by us on your behalf are not deposits and you will not earn any interest on any funds loaded on your Prepaid Card.

2. Applying for and activating your Prepaid Card

To be issued with a Prepaid Card you must be at least 18 years old and a UK resident.

We may require evidence of who you are and your residential address. We may ask you or your Organisation if your card is funded by them to provide some documentary evidence to prove this and we may carry out checks on you electronically.

You must sign the signature strip on the back of the Prepaid Card as soon as they are received. You must then activate the Prepaid Cards before you can access the funds. To activate your Prepaid Cards you must call our Card Activation Number on 0844 412 1737 and follow the instructions from the IVR. You will need to activate each card separately.

You will need to obtain a PIN for your Prepaid Card by calling 0844 412 1737 or by choosing the retrieve PIN option after activating your card. You will need to memorise the PIN number provided.

You will be responsible for the use of both card 1 [Primary card, with Chip) and card 2 (Secondary Card, without chip) and for any applicable fees or charges that any secondary Prepaid Cardholder may incur.

We strongly advise that you register your card on our Website so that we can contact you if we suspect any unauthorised or fraudulent activity has taken place on your Prepaid Card.

By activating your Prepaid Card you are agreeing to these terms and conditions.

3. Loading Funds onto your Prepaid Card and Making Transfers to Secondary Cards

You or your Organisation (if applicable) may load funds onto your Prepaid Card. You may top-up your Prepaid Card by making a cash payment at any outlet in the UK displaying the E-pay or Payzone logo or by any other method made available in future, details of which will be made available on our Website.

There will be a fee applied for each top-up you make, please refer to the Fees and Limits section below.

Limits apply to the number of times your Prepaid Card may be topped-up in a day and a certain minimum and maximum Top-Ups limits apply, such limits are detailed in the Fees and Limits section below.

We reserve the right to refuse to accept any particular top-up / loading transaction if we suspect any fraudulent activity or in the event of other exceptional circumstances.

Once we have received the funds from you or your Organisation, funds will normally be available for use on the Prepaid Card within minutes.

You may transfer funds to your secondary card by visiting our Website and following the transfer instructions. Alternatively you can contact us at Customer Services to request a transfer of funds to your secondary card. If the secondary card is denominated in an alternative currency to the Denominated Currency we will convert the amount using our current exchange rate. Our current exchange rate is available on our Website or by contacting Customer Services.

4. Using your Prepaid Card

Your Prepaid Card can be used for purchases where you see the VISA symbol displayed. You are not, however, permitted to use the Prepaid Card for illegal purposes or to pay for certain types of transactions including automated fuel dispensers, un-manned ticket machines, [car hire] and mail order subscriptions.

You will need your PIN to make ATM cash withdrawals and to authorise CHIP and PIN retail purchases. You can withdraw cash at ATMs bearing the VISA symbol.

Limits apply to daily ATM cash withdrawals, and other limits may be applied to the amount of spend and the number of transactions you can perform. See Fees and Limits Section below and on our Website for further details.

We will deduct the value of your transactions from the balance on your Prepaid Card as soon as they are made. We will also deduct any applicable fees as soon as they become payable by you, see Fees and Limits section below for more information.

Your primary Prepaid Card is denominated in the Denominated Currency, your secondary card may be denominated in an alternative currency. If you make a purchase or carry out an ATM cash withdrawal in any other currency we will convert the sum into the Denominated Currency using the exchange rate set by VISA on the day they process the transaction, and an exchange fee will apply to each of these transactions (see Fees and Limits section below). If your secondary card is denominated in an alternative currency any purchases or ATM transactions will be deducted from the balance of the secondary card in the alternative currency. If a secondary card transaction is carried out in a currency other than the Denominated Currency or the alternative currency we will convert the sum into the Denominated Currency using the exchange rate set by Visa on the day they process the transaction then we will convert the sum from the Denominated Currency into the alternative currency using our exchange rate on that day. Our exchange rate is available on our Website.

We recommend that you check the balance and any recent transactions on your Prepaid Card regularly by visiting the Website or by contacting Customer Services.

If you dispute a transaction that has been processed on your Prepaid Card you should contact the Merchant first as this may lead to a quicker resolution. If the dispute cannot be resolved with the Merchant you should contact us. We will refund the amount of any transactions which our investigations show are not authorised by you, provided you have kept your Prepaid Card and PIN secure, you have not acted fraudulently, or acted without reasonable care.

The Prepaid Card belongs to us. We may ask you to stop using your Prepaid Card and return it to us or destroy it. We may at anytime suspend, restrict or cancel your Prepaid Card or refuse to issue or replace a Prepaid Card for reasons relating to the following:

- we are concerned about security of your account or Prepaid Cards we have issued to you;
- we suspect your Prepaid Card is being used in an unauthorised or fraudulent manner;
- or we need to do so to comply with the laws of England and Wales.

If we do this, we will tell you as soon as we can or are permitted to do so after we have taken these steps. We will issue you with a replacement Prepaid Card if after further investigations we believe that such circumstances no longer apply.

Like other payment cards, we cannot guarantee a Merchant will accept your Prepaid Card. We may also refuse to pay a transaction:

- if we are concerned about the security of your Prepaid Card or we suspect your Prepaid Card is being used in an unauthorised or fraudulent manner;
- if sufficient funds are not loaded on your Prepaid Card at the time of a transaction to cover the amount of the transaction and any applicable fees;
- if there is an outstanding Shortfall on the Prepaid Card in accordance with Section 10 below;
- if we have reasonable grounds to believe that you are not using the Card in accordance with these terms and conditions;
- if we believe that a transaction is potentially suspicious or illegal (for example, if we believe that a transaction is being made fraudulently); or
- because of errors, failures (whether mechanical or otherwise) or refusals by Merchants, payment processors or payment schemes processing transactions.

If we refuse to authorise a transaction, we will, if practicable, tell you why immediately unless it would be unlawful for us to do so. You may correct any information we hold and which may have caused us to refuse a transaction by contacting our Customer Services.

5. Authorising Transactions

Subject to the features of your particular Prepaid Card, the authorisation of a transaction can include authorising any single transaction, a series or recurring transactions (including transactions for an indefinite period) or pre-authorising future transactions of a certain or uncertain amount.

A Prepaid Card transaction will be regarded as authorised by you where you authorise the transaction at the point of sale by following the instructions provided by the Merchant to authorise the transaction, which includes:

- entering your PIN or providing any other security code;
- signing a sales voucher;
- providing the Prepaid Card details and/or any other details as requested;
- waving or swiping the Prepaid Card over a card reader
- making a request for a cash advance at any bank counter;

Authorisation for a transaction may not be withdrawn (or revoked) by you after the time we have received it. However, the following transactions may be withdrawn if you give notice to the supplier (providing a copy of the notice to us):

- any transaction which is agreed to take place on a date later than the date it was authorised as long as notice was provided no later than the close of business on the business day before it was due to take place;
- direct debits if they are to occur after the date of your notice of withdrawal.

We may charge you a fee if a transaction is revoked by you under this condition (see Fees and Limits section).

Funds to cover the authorised transactions received by us will be paid to the Merchant within 3 days following the receipt by us of the instruction to make payment. A transaction will be received as follows:

- for purchases and ATM transactions, at the time we receive the transaction instruction from the Merchant or ATM operator;
- for other transactions which are communicated directly to us, at the time you ask us to complete the transaction or if after 3pm GMT the instruction will be deemed to have been received by us on the following English banking day.

6. Cancellation of your Prepaid Card

You have a legal right to cancel your Prepaid Card up to 14 days (this 14 day period is known as the "Cooling-Off Period") or anytime after 36 months from the date you purchase it after you applied and paid for your Prepaid Card without incurring any penalty or charge. You can also cancel your Prepaid

Card anytime after the Cooling-Off Period subject to there being a balance of more than £10 on your Prepaid Card, and subject to a refund Fee (see our Fees and Limits Section below)..

We may also cancel your agreement for any reason by giving you at least 2 month's notice:

- if this agreement or your Prepaid Card expires on a set date and we have not agreed to renew your card or this agreement;
- if you break an important part of this agreement, or repeatedly break the agreement and fail to resolve the matter in a timely manner;
- if you act in a manner that is threatening or abusive to our staff, or any of our representatives;
- if you fail to pay fees or charges that you have incurred or fail to put right any Shortfall due on your Prepaid Card;
- if we have been unable to contact you in order to resolve an issue within a reasonable amount of time
- in the event of your death.

We may also cancel your Prepaid Card immediately if we suspect fraud or misuse of your Prepaid Card, if we have any other security concerns or we need to do so to comply with the law. If we do this, we will tell you as soon as we can or are permitted to do so. In these circumstances, you must tell us what you want us to do with any unused funds within 3 months of the date we tell you your Prepaid Card is cancelled.

You can cancel your Prepaid Card by contacting Customer Services. You should also cut your Prepaid Card in half through the signature box, magnetic strip and CHIP.

You will not be entitled to a refund of money you have already spent on transactions authorised, or pending or any fees for use of the Prepaid Card before the Prepaid Card is cancelled or expires.

Your Prepaid Card will be valid for 12 months. This agreement shall terminate when your Prepaid Card is cancelled or expires (or if it is not replaced).

7. Your right to a refund

The Funds on your Prepaid Card

You or your Organisation may request a refund of the funds on your Prepaid Card provided there is more than £ 10 loaded on your Prepaid Card. To do so, you or your Organisation (if they provided you with your Card) must contact Customer Services requesting a refund. When we process the refund, we will charge a Refund Fee (see our Fees and Limits section below). You will be required to send refund requests in writing.

All refunds will be returned to your Organisation or you on the payment instrument used to fund the Prepaid Card or to your Bank Account. We reserve the right to see proof of your (or your Organisation's) ownership of the payment instrument before transferring the funds to it. To enable us to comply with our legal obligations, we may ask you to provide us with certain information before we can process your refund request.

Refunding Transactions

You may be entitled to claim a refund in relation to transactions where:

- the transactions was not authorised under this agreement;
- we are responsible for a transaction which was incorrectly executed by us (see lost, stolen or unauthorised payment section below);
- a pre-authorised transaction did not specify the exact amount at the time of its authorisation and the amount charged by a supplier is more than you could reasonably have expected taking into account normal spending patterns on the Prepaid Card or the circumstances of the transaction.
A claim for a refund in the circumstances set out above will not be accepted if the amount of the transaction was made available to you at least 4 weeks before the transaction date or if the claim is made more than 8 weeks after being debited to your account.

8. Keeping your Prepaid Card secure

You should treat your Prepaid Card like cash. If it is lost or stolen, you may lose some or all of your money on your Prepaid Card, in the same way as if you lost cash in your wallet or purse. As a result, you must keep your Prepaid Card safe and not let anyone else use it. If you are issued with a PIN, you must immediately memorise it and destroy the notification. You must keep your PIN secret at all times. Do not write it down or reveal it to anyone. In no circumstances will we reveal your PIN to a third party.

We recommend that you check the balance on your Prepaid Card regularly online at the Website or by contacting Customer Services till last day. Real time balance enquiry fees apply, please see the Fees and Limits section below. We can provide you with your Prepaid Card balance and a statement of recent transactions on our Website at any time. Your statement will show:

- information relating to each Prepaid Card transaction which will enable it to be identified;
- the amount of the Prepaid Card transaction shown in the currency in which the transaction was paid or debited to the account;
- the amount of charges for the transaction;
- the date the transaction is authorised or posted on to the account.

9. Lost, Stolen or unauthorised payment

If you lose your Prepaid Card or it is stolen, or you suspect that your PIN or password is known to an unauthorised person, you must tell us immediately by calling us on our 24 hour Lost and Stolen Card Helpline so we can cancel your Prepaid Card. If you have registered your Prepaid Card on our Website you can choose to have the balance transferred to pair of new cards or pack, subject to a new card fee (please see the Fees and Limits section below).

If, after reporting a lost card, you subsequently find the card you must not use it. Cut it in half through the signature box, magnetic strip and CHIP.

If you believe any of your Prepaid Card transactions are unauthorised or incorrectly executed you must notify us as soon as possible but within 13 months of the date of debit. If you ask us to do so, we will investigate any disputed transaction or misuse of your Prepaid Card and we may need more information and assistance from you.

Your maximum liability for any unauthorised transactions on your Prepaid Card is £50, unless the investigations show that any disputed transaction was authorised by you, or you have acted fraudulently or with gross negligence (for example by failing to keep your Prepaid Card or PIN secure or by failing to notify us and without delay on becoming aware of the loss, theft, misappropriation or unauthorised use of the payment instrument), in which case we will not refund the transaction amount and will charge you a fee of up to £50 for any loss we suffer because of the use of the Prepaid Card.

Provided you have not acted fraudulently we will refund the amount of any transactions which our investigations show are not authorised by you arising after you notify us of the loss, theft, misappropriation or unauthorised use of your Prepaid Card.

10. Your liability

In the event that you do not use your Prepaid Card in accordance with these terms and conditions or we find that you are using the Prepaid Card fraudulently, we reserve the right to charge you for any reasonable costs that we incur in taking action to stop you using this Prepaid Card and to recover any monies owed as a result of your activities.

In the unlikely event, for any reason whatsoever, a transaction is completed when there are insufficient funds on the Prepaid Card for that transaction (a "Shortfall"), the Shortfall shall be reimbursed by you unless it is due to an error on the part of the Merchant where the Prepaid Card was presented, in this circumstance we may seek the Shortfall from the Merchant.

You agree that once we make this Shortfall known to you, we may charge you for the Shortfall amount. We may charge the amount of the Shortfall from any other Prepaid Cards that you hold with us, to any other payment method which you may designate at that time, or against any funds which you may subsequently load onto your Prepaid Card or on any additional Prepaid Card ordered by you. Until we are reimbursed the Shortfall amount, we may suspend your Prepaid Card and any additional Prepaid Cards connected to you. In addition, we reserve the right to charge you an Administration Fee (see Fees and Limits section) for each transaction that you make using your Prepaid Card that results in a Shortfall or increases the Shortfall amount on your Prepaid Card.

11. Our liability

Like other payment cards, we cannot guarantee a retailer will accept your Prepaid Card, or that we will necessarily authorise any particular transaction. This may be because of a systems problem, something outside our reasonable control, to comply with legal and regulatory requirements, or because we have suspended, restricted or cancelled your Prepaid Card or refused to replace it in accordance with these terms and conditions. We shall not be liable in any event that a retailer refuses to accept your Prepaid Card, or if we do not authorise a transaction, or if we cancel or suspend use of your Prepaid Card.

From time to time, your ability to use your Prepaid Card may be interrupted, e.g. when we carry out maintenance. If this happens, you may be unable (a) to use your Prepaid Card to pay for purchases or obtain cash from ATMs and/or (b) to obtain information about the funds available in your Prepaid Card and/or about your recent Prepaid Card transactions. We will not be liable for any loss arising from such interruptions.

Unless otherwise required by the law of England and Wales, we shall not be liable for any direct or indirect loss or damage you may suffer including loss of revenue, goodwill, opportunity or anticipated savings as a result of your total or partial use or inability to use your Prepaid Card, or the use of your Prepaid Card by any third party.

We are not responsible for the quality, safety, legality or any other aspect of any goods or services purchased with your Prepaid Card. Remember that once you have used your Prepaid Card to make a purchase we cannot stop that transaction.

12. Changes to these Terms and Conditions

We may change these terms by notifying you by e-mail or notification on our Website or other agreed means at least 2 months before the change is due to take effect. The notices and up-to-date version of the Prepaid Card terms and conditions will always be available on the Website. You should check the Website regularly for such notices and changes. Unless you tell us that you do not agree to the change prior to the change being effective we will assume you accept such change. Any objections to our charges will be treated as notification that you wish immediately to terminate. In such circumstances we will refund any balance on the Prepaid Card in accordance with your right to a refund section above and you will not be charged a Refund Fee.

Any changes to the exchange rate used to convert foreign transactions will be made immediately.

13. Your details

You must let us know as soon as possible if you change name, address, and telephone number, mobile number or e-mail address. If we contact you in relation to your Prepaid Card we will use the most recent contact details you have provided to us. Any e-mail or SMS text message sent to you will be treated as being received as soon as it is sent by us. We will not be liable to you if your contact details have changed and you have not told us.

14. Data protection

We may process and retain personal data in order to open, administer and run your Prepaid Card account. We will transfer your personal data within our groups of companies and to other third parties in order to issue and run your Prepaid Card account. We may transfer data outside of the EEA to third party processors, by activating your Prepaid Card you consent to this transfer.

If you have agreed, we or other third parties may also contact you to let you know about services that are of interest to you. You can contact us if you don't want to receive any marketing materials from us or other third parties.

We may check personal information with fraud protection agencies and other organisations and we may get information about you from recognised agencies to verify your identity. A record of such enquiries may be left on your credit file.

We will tell fraud prevention agencies if you give us false or inaccurate information and we suspect fraud.

We may monitor and/or record telephone calls we have with you to help us maintain and improve the quality of the service, to provide proof of a transaction or for the prevention or detection of a crime.

If you wish to obtain a copy of your personal data we hold, please contact Customer Services. . There will be a £10 Administration Fee to provide this information.

For further information please see our privacy policy on our Website.

15. Communication

If you have an enquiry relating to your Prepaid Card, contact our Customer Services team. We will deal with your enquiry promptly. Alternatively you can call our customer service telephone line using

our Contact Details. Calls costs equivalent to local call from a BT landline. Call costs from mobiles and other networks may vary.

16. Complaints

If you are unhappy in any way with your Prepaid Card or the way it is managed, you can contact Customer Services so we can investigate the circumstances for you. Any complaints you have will be dealt with quickly and fairly. If we are unable to resolve your complaint to your satisfaction you may contact the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone: 0845 080 1800 or +44 (0)20 7964 1000 (for calls from outside the UK) and e-mail: enquiries@financial-ombudsman.org.uk

17. Warnings

The Prepaid Card is an electronic money product and although it is a product regulated by the Financial Services Authority, it is not covered by the Financial Services Compensation Scheme. No other compensation scheme exists to cover losses claimed in connection with the Prepaid Card. This means that in the unlikely event that G-T-P Financial Services Ltd becomes insolvent your funds may become valueless and unusable and as a result you may lose your money.

Please note that if you lose your card you may lose all money therein.

18. Assignment

You may not transfer or assign any rights or obligations you may have under these Terms & Conditions to any other person without our prior written consent.

We may assign the benefit and burden of these terms and conditions to any other person at any time on giving you 2 months prior notice of this. If we do this, your rights will not be affected.

19. Governing law

This Agreement is concluded in English. All communications with you will be in English. These terms and conditions will be construed in accordance with English law and the exclusive jurisdiction of the English courts.

20. The Fees and Limits

Please check website www.ocean7card.com regularly for updated rates. Changes to fees and limits will be available on the website at least 2 months before they are due to take effect.

The following fees and limits apply:

General Fees	
Card Pack fee	£9.99
Monthly Fee per Card	£1.00
Point of Sale Purchase Fee – UK	£0.20
Point of Sale Purchase Fee - International	£0.50
ATM Cash Withdrawal (UK)	£2 *
ATM Cash Withdrawal (Overseas)	£3 *

* Some ATM providers may charge an additional fee and should advise you before you confirm the transaction. International bank or provider's ATM may charge differently.

Internet & Customer Service Related Fees	
Internet Balance Enquiry of Previous Day	Free
Internet Transaction History Enquiry	Free
Internet Customer Service Enquiry via email	Free
Customer Service telephone / IVR enquiries	Free
Real Time Balance Enquiry over Internet	£0.20

Cancellation & Refunds	
Cancellation Fee (within 14 days of application)	Free
Refund Fee	£10
Administration Fee	£10
Revoked Transaction Fee	£5

Load Network Fees	
Top-up Fee via PayZone *	£20/£30/£40/£50£1.00
	£75/£100£1.50
	£150/£200£2.00
	£250/£300£2.50
Top-up Fee via E-pay *	£20/£30/£40/£50£1.00
	£75/£100£1.50
	£150/£200£2.00
	£250/£300£2.50
Cash Top Up from any of Our Agent or Outlet *	£20/£30/£40/£50£1.00
	£75/£100£1.50
	£150/£200£2.00
	£250/£300£2.50

* All fees to be paid on top of the loadable amount. E.g. If you wish to load £100 you would be charged £1.50 extra by the retail shop or agent. Your will receive £100 for the account. The retail shop or agent will/may refuse to accept the load request unless the charge is paid separately.

Load and Limits	
Minimum/Maximum Load (Through high street shops)	£20/£300
Maximum Card Load (annual) Without KYC	£1000
Maximum daily use of card	£1000
Maximum daily ATM withdrawal	£250
Expiry	3 years

SMS Fees	
Real Time SMS Balance Enquiry	£0.20
Last Day's SMS Balance Enquiry	£0.20
Cost of Receiving automatic SMS Balance and Usage Update	£.07 each SMS
Cost of Receiving SMS notification for any other purpose not mentioned in this list	£0.10 each SMS