Skrill Money Transfer Terms and Conditions

[Version - December 2021]

1. Skrill Money Transfer Service

The Skrill Money Transfer Service is an additional service offered to Skrill Account holders enabling them to send money to another person or business that is known to them. Money will be transferred using your selected Payment Method (as defined in section 10 below) to the bank account or Mobile Wallet of the Recipient. Skrill may enable other receiving options from time to time as shown on the Skrill Website (the "Skrill Money Transfer Service"). Transfers to business are only payable to the bank account of the Recipient.

2. Scope of Skrill Money Transfer Terms and Conditions

2.1. By accessing and using the Skrill Money Transfer Service, you are agreeing to these terms and conditions (the "Skrill Money Transfer Terms and Conditions").

2.2. The Skrill Money Transfer Terms and Conditions shall apply to your use of the Skrill Money Transfer Service, in addition to the Skrill Account Terms of Use.

2.3. In the event of any inconsistency between the Skrill Account Terms of Use and these Skrill Money Transfer Terms and Conditions, these Skrill Money Transfer Terms and Conditions will, to the extent of this inconsistency, prevail.

2.4. Sections 8.4, 8.5, 9.4, 9.5, 9.6, and 13.3 of the Skrill Account Terms of Use do not apply to the Skrill Money Transfer Service.

3. Accessing the Service

Existing Skrill Account holders can use the service by logging into their Skrill Account and selecting 'Skrill Money Transfer'. New customers are required to open a Skrill Account before they can use the Skrill Money Transfer Service. Skrill Account holders will need to select a Payment Method to make transactions using the Skrill Money Transfer Service. Depending on the Payment Method chosen, you may have to undergo additional verification and/or accept third parties' terms and conditions of use. It is your sole responsibility to read and comply with such third parties' terms and conditions.

4. Sending money

4.1. We strongly advise you to only send money to people you know. Once the funds have been debited from your Payment Method, you will not be able to cancel or reverse the transaction.

4.2. To send money, simply log into your Skrill Account and select 'Skrill Money Transfer'. You will then be required to enter your payment instructions which include:

the amount of money you wish to send; the currency; the Recipient's details (such as name, email address, IBAN), including the country in which the Recipient resides or (in the case of a payment to a business) is incorporated or otherwise based; and IBAN (or relevant account number). Subject to the Payment Method chosen and the legal requirements applicable in your region, you may be asked to provide additional verification information.

4.3. You can send money using any of the Payment Methods available in your region. To view available Payment Methods, please click here. You cannot use your Skrill Account balance or any other payment options that are otherwise available to upload money to your Skrill Account to send money using the Skrill Money Transfer Service.

4.4. For Skrill to complete the payment instruction, the funds will be debited using your Payment Method and will momentarily pass through your Skrill Account before being transmitted to the Recipient or one of our payment partners, as applicable (see section 4.5 below for further details). This means all transactions made using the Skrill Money Transfer Service will be shown in the 'Transaction History' of your Skrill Account.

4.5. To send money using our Skrill Money Transfer Service, we may use one of our payment partners to complete the transfer to a Recipient. In that case, the funds will be credited to the relevant payment partner. The payment partner shall then be responsible for ensuring the onward transmission of the payment to the Recipient. Without prejudice to section 15.5 of the Skrill Account Terms of Use, our obligations under these Skrill Money Transfer Terms and Conditions for the onward transmission of funds shall be complete once such funds have been credited by us to the relevant payment partner. Therefore, once such credit has been made by us, we shall not be responsible for the onward transmission of such funds by that payment partner. Any complaints about us or the services we provide should be addressed to us in the first instance by contacting Customer Service.

4.6. You can send money from any of the countries currently supported by the Skrill Money Transfer Service, and you can send money to Recipients in any of the countries currently supported by the Skrill Money Transfer Service. To view a list of these countries, please click here. We may make changes to the list of sending countries and receiving countries from time to time without following the procedure set out in section 17 of the Skrill Account Terms of Use.

4.7. If you choose to transfer money to a business as payment for goods or services, you acknowledge that we have no control over and are not responsible for the quality, safety or delivery of such goods or services provided by that business.

5. Transaction times and limits

5.1. If you send money to the Recipient using your debit card or credit card as the Payment Method, funds will usually be debited from your card immediately and will usually be credited to the Recipient's account the same day. If you send money using bank transfer as the Payment Method, it will usually take between 2-5 days for the funds to be credited to the Recipient's bank account. Transactions may be delayed for any reason set out in section 9.2 of these Skrill Money Transfer Terms and

Conditions, if the Recipient is required to identify themselves in accordance with section 8.2 of these Skrill Money Transfer Terms and Conditions, or if the Recipient's account has been restricted by their payment service provider.

5.2. Transaction limits apply to the Skrill Money Transfer Service and vary depending on the status of your Skrill Account, your selected Payment Method, your country of residence, and the country of the Recipient. Separate transaction limits may apply to transfers to a business. We reserve the right to vary the transaction limits from time to time, in our sole discretion. If the amount you wish to transfer exceeds the applicable transaction limit, we will notify you immediately and you will not be able to continue with the payment instruction unless you lower the amount in accordance with the applicable transaction limit.

6. Prohibited Activities

In addition to the prohibited transactions stated in section 11 of the Skrill Account Terms of Use, the following transactions are also prohibited when using the Skrill Money Transfer Service: (a) transferring funds on behalf of a third-party; and (b) using the Skrill Money Transfer Service to make a cash advance from your credit card. We reserve the right, in our sole discretion, to add categories of prohibited transactions for the Skrill Money Transfer Service by adding such categories either to these Skrill Money Transfer Terms and Conditions or an acceptable use policy published on the Website.

7. Fees

7.1. Subject to section 2.4 above, fees for the Skrill Money Transfer Service will be charged in accordance with section 13 of the Skrill Account Terms of Use and the 'Fees' section of our Website. Currency conversions will apply.

7.2. You, and not the Recipient, will pay any applicable fees in accordance with section 13.6 of the Skrill Account Terms of Use. The Recipient will be liable for any fees charged by their payment service provider for receiving funds.

8. Personal information of Recipients

8.1. You acknowledge that we are legally obliged to process your and the Recipient's personal information in order to provide our Skrill Money Transfer Service as well as for the purposes of prevention of money laundering and terrorist financing. Personal information includes, but is not limited to, name, address, date of birth, email address, telephone number and such other information as may be required by us from time to time to provide the Skrill Money Transfer Service or to comply with applicable law or regulatory requirements. By submitting the payment instruction, you are confirming you have read our Privacy Policy available on our website at: https://www.paysafe.com/en/paysafegroup/privacy-policy/.

8.2. If required by applicable law or regulatory requirements, the Recipient may be required by a Third Party Provider to verify their identity prior to receiving the transferred funds. If the Recipient does not verify their identity within thirty-one (31) days the transfer will be declined and the funds will be refunded to your Payment Method in accordance with section 9.3 below.

9. Suspending or cancelling a payment instruction

9.1. Skrill treats all payment instructions as requests. You will not be able to cancel a payment instruction after the request has been submitted.

9.2. In addition to any rights stated in the Skrill Account Terms and Conditions, Skrill may suspend or cancel a payment instruction if: we are required to do so under applicable law or regulation; Skrill or a payment partner is unable to verify the identity of the Recipient; the payment instructions provided by you are incomplete or inaccurate; the transaction is rejected by the Recipient's payment service provider or our payment partner; or we have reasonable grounds to believe the transfer constitutes a prohibited transaction in accordance with Section 11 of the Skrill Account Terms of Use or Section 6 of these Skrill Money Transfer Terms and Conditions, or is otherwise prohibited under applicable law.

9.3. In the event we are unable to complete a payment instruction, we will make three (3) separate attempts to refund the amount to your Payment Method. If our third attempt at refunding the amount to your Payment Method is unsuccessful, we will credit the equivalent amount to your Skrill Account balance. Please note if the funds are credited to your Skrill Account balance, you will no longer be able to use the funds for the Skrill Money Transfer Service. However, you may spend the funds with online merchants or withdraw the funds in accordance with section 12 of the Skrill Account Terms of Use.

10. Definitions

10.1. Unless stated otherwise, all terms defined in the Skrill Account Terms of Use have the same meaning in these Skrill Money Transfer Terms and Conditions.

10.2. "Mobile wallet" means a phone-based service which allows customers to upload and receive money into an account stored on their mobile phone.

10.3. "Payment Method" means bank transfer and payment instruments including, but not limited to, credit cards, debit cards and alternative payment methods that we enable from time to time as stated on the Skrill Website.

10.4. "Recipient" means either the natural person or business that you are sending funds to using the Skrill Money Transfer Service.

10.5. "IBAN" means International Bank Account Number.