TERMS AND CONDITIONS
DANAMON E-MONEY CARD

A. Definitions

1. The Danamon e-money card is a specially designed electronic money card featuring the logo of PT Bank Danamon Indonesia Tbk ("**Bank Danamon**") and the e-money brand logo, issued by Bank Danamon in collaboration with PT Bank Mandiri Tbk ("**Bank Mandiri**") as a substitute for cash in payment transactions at *merchants* that have partnered with Bank Mandiri's e-money **scheme** (**"Danamon e-money Card**").
2. Cardholders are individuals, whether or not they are customers of Bank Danamon, who hold a Danamon e-money Card.

B. General Terms and Conditions

1. The balance is stored on the chip of the Danamon e-money Card, so no PIN or Cardholder's signature is required at the time of a transaction.
2. The Danamon e-money Card can be topped up.
3. The Danamon e-money Card may be held by both Bank Danamon customers and non-customers.
4. The Danamon e-money Card is transferable.
5. No interest is paid on the balance held on the Danamon e-money Card.
6. The maximum balance that can be held on the Danamon e-money Card is IDR 2,000,000 (two million rupiah), in accordance with Bank Indonesia regulations.
7. The Danamon e-money card can be used to pay regular bills (specifically at Indomaret outlets).
8. Cardholders can purchase the Danamon e-money Card at Bank Danamon branches and other locations to be developed in the future.
9. The Danamon e-money card has no expiry date.
10. The top-up fee for the Danamon e-money card will be determined in accordance with Bank Danamon's policy, based on an agreement with Bank Mandiri as the e-money issuer.
11. The Danamon e-money card can be used at *merchants* that have partnered with Bank Mandiri's e-money brand.

C. Use of the Danamon e-money Card

1. The Danamon e-money Card is a co-branded electronic money card issued by Bank Mandiri, specially designed to feature the Bank Danamon logo; should Bank Mandiri request that Bank Danamon return the Danamon e-money Card, the Cardholder is obliged to return the Danamon e-money Card to Bank Danamon immediately and unconditionally.
2. The Cardholder is fully responsible for the safekeeping, security and use of their Danamon e-money Card.
   a. In the event that the Cardholder's Danamon e-money Card <u>is lost</u>, <u>stolen</u> or <u>used by an unauthorised party</u>, neither Bank Danamon nor Bank Mandiri will block the card, is under no obligation to compensate for any losses, will not replace the physical Danamon e-money Card with a new one, and will not refund the balance of the lost Danamon e-money Card.
   b. In the event that the Cardholder's Danamon e-money Card <u>is damaged</u>, neither Bank Danamon nor Bank Mandiri will block the Card, nor will they replace the physical Danamon e-money Card with a new one; however, Bank Danamon will assist the Cardholder in refunding the balance held on the Danamon in collaboration with Bank Mandiri, based on and Complaint Form submitted by the Cardholder to Bank Danamon.

3. The balance held on the Danamon e-money Card does not constitute a deposit and is not covered by the Indonesia Deposit Insurance Corporation (LPS).
4. Cardholders are entitled to use their Danamon e-money Card for transactions up to the balance stored on the Danamon e-money Card and shall not use or attempt to use the Danamon e-money Card for transactions exceeding the balance held on the Danamon e-money Card.
5. The maximum limit for top-up transactions on the Danamon e-money Card carried out by the Cardholder is IDR 20,000,000 (twenty million rupiah) per month.
6. The Cardholder must comply with the procedures, instructions, guidelines and/or directives set by Bank Danamon from time to time.
7. Cardholders are not permitted to damage, tamper with, *copy* and/or alter the Danamon e-money Card, whether physically or in terms of its contents and/or data.
8. The Cardholder is responsible for and must immediately report to Bank Danamon and/or Bank Mandiri, as the Issuers, in the event of cloning and unauthorised use of the Danamon e-money Card. Such unauthorised use may take the form of transactions or top-ups carried out by parties not expressly designated in writing by Bank Mandiri as the Issuer or by Bank Danamon.
9. The inclusion of any name and/or mark(s) on the Danamon e-money Card by the Cardholder does not constitute an indication or proof of the validity of ownership of the Danamon e-money Card.
10. Bank Mandiri, through Bank Danamon, reserves the right to unilaterally terminate or suspend the Danamon e-money Card service without prior notice to the Cardholder should any of the following occur:
    a. Technical
        - In the event of a technical disruption to the *network*
        - The network is being upgraded, modified and/or maintained
    b. Non-Technical
       The network and/or the Danamon e-money Card is suspected of being used for criminal or unlawful activities resulting in damage to or disruption of the network and/or the Danamon e-money Card, carried out by, but not limited to, Merchants, Partners and/or Cardholders.

D. How to Make Transactions Using the Danamon e-money Card

1. Ensure that the merchant accepts transactions with the Danamon e-money Card or that *the* Bank Mandiri e-money *brand* is displayed.
2. Ensure that the balance on the Cardholder's Danamon e-money Card is sufficient to complete the transaction.
3. The cardholder presents their Danamon e-money card to the merchant's or toll booth cashier.
4. The merchant or toll booth cashier enters the amount due and taps the Danamon e-money card to the reader. The balance on the Danamon e-money card will be reduced by the payment amount.
5. The merchant or toll booth cashier returns the Danamon e-money Card along with the payment receipt to the Cardholder.
6. Specifically for toll payments at Automatic Toll Gates (GTO), the Cardholder simply taps their Danamon e-money Card on the machine provided; the balance on the Danamon e-money card will be deducted according to the applicable toll rate and the barrier will open automatically.

E. Top-up, Check Balance and Print Transaction *History for* the Danamon e-money Card

1. Top-up of the Danamon e-money Card
   Top-ups can be made in cash or via non-cash methods. You can *top up* your Danamon e-money Card at:

Danamon

A member of MUFG

a. E-commerce
   - Open the “Tokopedia” e-commerce app
   - Select the *“Top* up” menu
   - Select the “E-money” menu
   - Select the “Mandiri e-money” e-money product
   - Enter your e-money card number
   - Select the denomination you wish to *top up*
   - Proceed to your chosen payment method
   - Select payment via “Danamon Virtual Account”
   - Proceed with the Danamon Virtual Account payment via D-Bank or a Danamon ATM
   - Proceed to the balance *update* stage by tapping your Danamon e-money card on the NFC reader available on your Android device, or continue the balance *update* process at a Mandiri ATM or EDC terminal
   - The balance *update* process using NFC on an Android device will automatically redirect you to the “Tokopedia” app. The transaction is successful and the balance on the Danamon e-money card will increase and be displayed on the cardholder’s Android screen
   - The balance *top-up* process via a Mandiri ATM or EDC can be carried out by accessing the *“Update* Balance” menu. The transaction is successful, and the balance on the Danamon e-money card will be increased and displayed on the screen of the Mandiri ATM or EDC.

b. At a Mandiri branch in cash, as follows:
   - Inform the Bank Mandiri branch staff of the top-up amount;
   - Hand over the cash equivalent to the top-up amount;
   - Tap your Danamon e-money card on the reader;
   - The transaction is successful; a receipt is printed and the balance on your Danamon e-money card is updated;
   - Keep the receipt as proof of the transaction.

c. Retail merchants that have partnered with Bank Mandiri’s e-money brand, as follows:
   1) In cash, as follows:
      - Inform the merchant staff of the top-up amount;
      - Hand over the cash equivalent to the top-up amount;
      - Tap your Danamon e-money card on the reader;
      - The transaction is successful; a receipt is printed and the balance on your Danamon e-money card will increase;
      - Keep the receipt as proof of the transaction.
   2) Using a Mandiri Debit Card:
      - Press Menu
      - Select *‘Prepaid’*, then press ‘OK’;
      - Select *‘Top Up’*, then press OK;
      - Select the top-up amount shown on the buttons or enter another amount;
      - Swipe your Mandiri debit card on the Mandiri EDC machine;
      - Check the transaction details; if correct, enter your Mandiri debit card PIN;
      - Tap your Mandiri e-money card on the reader;
      - The transaction is successful; a receipt is printed and the balance on your Danamon e-money card will increase;

d. Bank Mandiri ATMs marked with the e-money symbol, as follows:
   1) Using a Mandiri Debit Card:
      - Insert your Mandiri debit card into the ATM;
      - Enter your Mandiri debit card PIN;
      - Select the 'Electronic Money' menu;
      - Select the 'Mandiri e-money' menu;
      - Select the 'Top-up' menu;
      - Select the top-up amount shown on the buttons or enter a different amount;
      - Confirm the top-up amount; if correct, press "Yes";
      - Tap your Danamon e-money card on the reload reader;
      - The transaction is successful; a receipt will be printed and the balance on your Danamon e-money card will be topped up;
      - Keep the receipt as proof of the transaction.

2. Check Balance and Print Transaction History for the Danamon e-money Card

   You can check your balance and print your transaction *history* for the Danamon e-money Card via:
   1. Mandiri ATMs marked 'e-money';
   2. The e-money top-up app – for Android users with NFC functionality.
   3. Mandiri Bank EDC terminals and participating *retail* outlets, such as: Indomaret, Alfamart, Alfamidi, Lawson, 7-Eleven, Superindo, Circle-K, Family Mart and Hypermart.

F. Closure and Redemption of Danamon e-money Card Balances

1. Closure of Danamon e-money Cards
   a. A Danamon e-money card may be closed if:
      1. It is closed by Bank Mandiri, as the Issuer, due to the Cardholder's failure to fulfil or comply with the obligations set out in point C. Use of the Danamon e-money Card in these general terms and conditions; or
      2. At the request of the Cardholder on the grounds that:
         - The Danamon e-money Card is damaged, or
         - The Cardholder submits a *redemption* request to terminate the use of the Danamon e-money Card.
   b. Should the Cardholder wish to terminate the use of the Danamon e-money Card, the Cardholder may submit a request to close the Danamon e-money Card at any time to a Danamon Branch by completing the Request and Complaint Form or any other form designated by Bank Danamon and submitting it to a Bank Danamon Branch Officer; the Cardholder is obliged to return the Danamon e-money Card to Bank Danamon immediately. Subsequently, based on the information forwarded by Bank Danamon to Bank Mandiri, Bank Mandiri will terminate the Danamon e-money Card service.
   c. If there is still a balance on the Danamon e-money Card to be closed, Bank Mandiri will refund the balance of the Danamon e-money Card via Bank Danamon in accordance with Bank Mandiri's records.
   d. If the Cardholder's request for the closure and refund of the Danamon e-money Card balance is approved by Bank Mandiri, the balance, at the Cardholder's request, will be credited by Bank Danamon to the Cardholder's Danamon savings or current account, or paid in cash to Cardholders who are not Danamon customers.
   e. Should the Cardholder wish to cease using the Danamon e-money Card, they may also submit a

request to close the Danamon e-money Card at a Bank Mandiri branch. The procedure for closing the Card and refunding the balance (if any) will follow the applicable regulations at Bank Mandiri.

2. Redemption of Danamon e-money Balance
   a. Cardholders may request the redemption/refund of their Danamon e-money Card balance at the nearest Bank Danamon branch without incurring any administrative fees. The balance *redemption* procedure follows the provisions set out in point F1.
   b. Cardholders may also apply for the redemption of their Danamon e-money Card e-money Card balance at the nearest Bank Mandiri branch without incurring any administration fees. The balance *redemption* procedure follows the provisions applicable at Bank Mandiri.

G. Resolution of Disputes Regarding Danamon e-money Card Transactions

1. In the event of any queries or disputes regarding transactions made using the Danamon e-money Card, the Cardholder may lodge a complaint, either in writing and/or verbally, with Hello Danamon or the nearest Bank Danamon branch, as well as with Bank Mandiri's call centre or the nearest Bank Mandiri branch.
2. Cardholders may lodge a complaint regarding a dispute over a transaction using the Danamon e-money Card, as set out in point G.1 above, with either Bank Danamon or Bank Mandiri, within a maximum of 30 (thirty) working days from the date the transaction was carried out.
3. Where a complaint is submitted in writing, the Cardholder must attach *copies* of transaction evidence and other supporting documents to substantiate the complaint.
4. Where a complaint regarding a disputed transaction is submitted to Bank Danamon, Bank Danamon will forward the complaint it has received to Bank Mandiri, and Bank Mandiri will conduct an examination or investigation into the Cardholder's complaint.
5. If, following its review, Bank Mandiri finds that the Cardholder's complaint and transaction evidence are consistent, Bank Mandiri will issue a credit note to Bank Danamon, and Bank Danamon will credit the Cardholder's Danamon savings or current account and/or make a cash payment to Cardholders who are not Danamon customers.
6. If, following Bank Mandiri's verification, it is found that there is a discrepancy with the Cardholder's complaint, Bank Danamon will immediately inform the Cardholder via the method determined by Bank Danamon.
7. Complaints regarding transaction *disputes* submitted by the Cardholder as per point G.1 above shall be resolved within a maximum of 18 (eighteen) working days after the complete written documentation has been received.
8. In the event of any queries or disputes regarding Danamon e-money Card transactions occurring at a Merchant, the Cardholder may submit a complaint to the relevant Merchant, who will then coordinate the matter with Bank Mandiri.

H. Limitation of Liability

1. Bank Danamon and all its officers and employees, Bank Mandiri and relevant Partners shall not be held liable by the Cardholder or any other party making a claim in respect of the following matters:
   a. Loss of the Danamon e-money Card by the Cardholder.
   b. Damage to the card resulting from the Cardholder's negligence and/or failure to use and store the Danamon e-money Card in accordance with the instructions for use as set out in point D.
   c. Loss of funds on the Card resulting from the incorrect use of the Danamon e-money Card for payment transactions.
   d. The Danamon e-money Card is used by an unauthorised party and/or has been obtained through cloning.

2. Without limiting the provisions set out in the above clause, Bank Danamon, together with its officers, employees and Partners, shall not be liable for any claims or demands relating to:
   a. Any loss or damage resulting from the system being out of service due to natural disasters, floods, war, insurrection, civil commotion or public unrest, general strikes, public demonstrations and/or as a result of government regulations and/or prohibitions and/or other matters beyond its control.
   b. Any loss or loss of data arising from the unauthorised use of the Danamon e-money Card.

I. Confidentiality of Danamon e-money Cardholder Information

1. The security of Cardholders' personal information shall be protected by Bank Danamon and Bank Mandiri by maintaining physical and electronic security and procedures in accordance with applicable laws.
2. Where Bank Mandiri engages the services of other companies to provide services relating to the Danamon e-money Card, Bank Mandiri requires them to protect the confidentiality of Cardholders' information.

J. Governing Law and Jurisdiction

1. These Terms and Conditions governing the use of the Danamon e-money Card are subject to the laws in force in the Republic of Indonesia.
2. With regard to the Terms and Conditions governing the use of the Danamon e-money Card and all consequences arising therefrom, Bank Danamon and the Cardholder agree to elect the place of legal domicile as the location where the Cardholder purchased the Danamon e-money Card.
3. In the event of a dispute, the Parties agree to resolve it through mutual consultation; should no agreement be reached, the Parties agree to resolve it through the District Court in accordance with the defendant's place of domicile.

K. Miscellaneous

1. In the event of any changes to the benefits, fees, risks, or the General Terms and Conditions of the Danamon e-money Card, Bank Danamon shall notify the Cardholder of such changes (following confirmation from Bank Mandiri) via the communication channels referred to in point K.2 below; and should the Cardholder not agree with such changes, the Cardholder may submit a statement of objection to Bank Danamon within 30 (thirty) working days from the date the notification of the changes is sent or announced via the communication channels available at Bank Danamon. Upon the expiry of the aforementioned period, the Cardholder agrees that Bank Danamon shall deem the Cardholder to have consented to such changes. Any amendments, additions or replacements to the Terms and Conditions regarding the Use of the Danamon e-money Card shall remain binding on the Cardholder.
2. Such amendments, replacements and/or additions shall be made, inter alia, through:
   a. Notices displayed at Bank branches or *counters*;
   b. Announced via the Bank Danamon website (www.danamon.co.id) and the Bank Mandiri website (www.bankmandiri.co.id)
   c. Announced via print and/or electronic media; and/or
   d. Other media to be determined at a later date
3. Matters relating to complaints and requests for information may be raised via Hello Danamon or the Mandiri Call centre on 14000, or via the Danamon website at www.danamon.co.id and the Bank Mandiri website at www.bankmandiri.co.id.