

Schedule 3

to the General Terms & Conditions

Our Fees for Business Customers

last updated: 8 April 2024

	Free Start	Basic	Pro	Enterprise
	€0	€7	€19	€79
	per/month, paid annually	per/month, paid annually	per/month, paid annually	per/month paid annually
	€0 per/month, paid monthly	€9 per/month, paid monthly	€25 per/month, paid monthly	€96 per/month, paid monthly
Included team members	1	3	10	30
Free outgoing transfers <small>Per month</small>	5	100	250	1000
Included accounts	1	3	10	30
Virtual cards	Free	Free	Free	Free
Physical cards	Free	Free	Free	Free
Card spending limit <small>Per month</small>	€ 100 000	€ 100 000	€ 100 000	€ 100 000
Free physical card delivery <small>One per added Team member</small>	Yes	Yes	Yes	Yes
Transfer to Vivid Business customers	Free	Free	Free	Free
Transfer between own accounts	Free	Free	Free	Free

Monthly fee per extra team member above your free limit	€ 3	€ 2	€ 1	€ 1
Monthly fee per inactive virtual card Monthly fee for each issued card with no successful transactions during the previous billing period	€ 1	€ 0	€ 0	€ 0
Monthly fee per inactive physical card Monthly fee for each issued card with no successful transactions during the previous billing period	€ 2	€ 1	€ 0	€ 0
Fee for any physical card delivery above your free limit	€ 9.90	€ 9.90	€ 9.90	€ 9.90
Fee for fast physical card delivery	€ 24.90	€ 24.90	€ 24.90	€ 24.90
Fee for extra outgoing transfer above your free limit	€ 0.2	€ 0.2	€ 0.2	€ 0.2
Fee for bulk transfers per each bulk transfer	€ 3	€ 0	€ 0	€ 0
Fee for ATM withdrawals	2%	1%	1%	1%
Currency exchange fee Mark-up over the exchange rate for execution of non-EUR card transactions	2%	1%	1%	1%

Fee for Legal Entity Identifier (LEI) issuance The € 25 fee also applies if you downgrade to Free Start within 12 months since your LEI request	€ 25	€ 0	€ 0	€ 0
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The following additional terms and conditions apply to the above fees and tariffs:

1. We offer pricing plans with a monthly or an annual commitment. The pricing plan shall be chosen by the Authorised User when applying for a Vivid Account and will be activated on the date of opening of your first Vivid Account (the “**Activation Date**”). The starting pricing plan may be changed by the Authorised User at any time prior to the Activation Date.
2. We will debit your Vivid Account for the amount of the chosen pricing plan (monthly or annual) and for the Vivid Payment Services provided in the previous month on the same date as the Activation Date of the following month (the “**Billing Date**”), provided that if the Activation Date falls onto 31st day of a month or 29th of February the Billing Date shall be the last calendar day of the relevant month. The one month period between Billing Dates will be your billing period (the “**Billing Period**”).
3. Any amount due to us for the Vivid Payment Services in excess of the chosen pricing plan shall be paid to us upon their request, but in any case not later than 1 calendar month after such request if we allow you so.
4. If any amount due to us remains outstanding more than 1 calendar month from the due date, we reserve the right to limit or disable your access to some or all Vivid Payment Services and downgrade your customer support level, following which you will not be able to perform all or some Transactions, add new Team members or use other pricing plan features that you have not paid for. Your access may be reactivated upon full payment of the amounts due to us.
5. If you would like to change your pricing plan or close our Vivid Accounts than the following conditions will apply:
 - a. if you choose a pricing plan of a higher tier or that requires you to pay a larger amount upfront, we will apply unutilized amount of your current pricing plan (proportionately to the number of days used in that plan and rounded to a whole number of Euros) to reduce the price of your new pricing plan;
 - b. if you choose a pricing plan of a lower tier, we will apply that pricing plan once the term of your current plan expires and we will not refund or otherwise apply the amounts you have previously paid to us for the pricing plan; and
 - c. if you terminate the General T&Cs and close your Vivid Accounts or choose a free pricing plan, we will not refund or return the amount of subscription fees you have previously committed to.
6. Other than specifically provided for in this Schedule 3 (Our Fees for Business Customers), we do not pay you any partial reimbursement of any of your fees paid on a regular (e.g. monthly, annual) basis in accordance with Art. 74 (4) of the Luxembourg Law of 10 November 2009 on payment services, as amended, or any other implementation of Art. 55 (4) of the PSD2, in case your services are terminated before the end of the period for which you are charged.
7. The exchange rate for executing non-EUR card transactions consists of the base exchange rate provided by Visa and a mark-up applied on top of that based on your selected pricing plan.