

## Professional Client Confirmation Request

You have asked to receive Adyen's Card Issuing and/or Business Accounts Services ("**Services**"), as described in the Card Issuing and/or Business Accounts Terms provided to you.

Adyen will provide you with these Services if you request to be treated as a "professional client". You can do so if you have relevant knowledge, expertise and experience and understand the risks involved with the Services.

This Confirmation Request aims to (1) confirm you have the expertise and knowledge to understand the nature of the Services and the risks involved, (2) assess if you have the relevant experience with the Services, (3) inform you of the implications of being categorised as a "professional client" and (4) obtain the confirmation from you that you want to be categorised as a professional client.

Please read and understand the information below before you submit your request in Section 4 below to be categorised by Adyen as a professional client.

### 1. Understanding the Services and the risks involved

The Services include the issuance of electronic money to you by Adyen N.V. Electronic money (electronically stored value) is issued by Adyen in exchange for funds received, and is usually stored in an online account, wallet, or card which you can use to pay for goods and services.

When considering whether you wish to receive the Services from Adyen, you must consider that:

- Electronic money is not a deposit. As a holder of electronic money, you will not receive the same protections as depositors of Adyen. Deposits are covered by the UK's Financial Services Compensation Scheme ("**FSCS**"), whilst electronic money is not. If a credit institution taking deposits fails, the FSCS will cover your deposits of up to £85,000 (provided you meet the eligibility criteria). If an issuer of electronic money fails, your funds will not be protected by the FSCS. This means that if Adyen goes out of business, the electronic money issued to you, through the Services, will not be covered by FSCS, which means that you may not be paid back in full.
- Adyen is authorised and regulated by the central bank of the Netherlands (De Nederlandsche Bank) and is authorised by the Prudential Regulation Authority ("**PRA**") in the UK. In the UK, Adyen is subject to regulation by the Financial Conduct Authority ("**FCA**") and limited regulation by the PRA. As a result of its authorisation and regulation in the Netherlands, Adyen is subject to stringent capital and liquidity requirements to ensure it is robust and resilient in periods of economic stress. These requirements ensure that the risk that Adyen goes out of business is considered very low.

### 2. Professional Client Status

Adyen can only provide the Services to you if you have the relevant expertise, experience and knowledge to understand the Services and the risks involved. Given the nature of the Services, Adyen considers relevant experience to include the following:

- Experience with opening an account, including:
  - Selecting a bank or other account provider (including accounts with other electronic money providers);
  - Setting up an account on your mobile device; or
  - Accessing the account online.
- Experience with operating an account, including:
  - Depositing funds on an account;
  - Withdrawing funds from an account;
  - Receiving funds on an account;
  - Sending funds via an account;
  - Using a debit card or credit card to initiate a transaction online; or
  - Using a debit card or credit card to initiate a transaction in-store.

### **3. Implications of being categorised as a Professional Client**

If you request to be treated as a professional client (and we agree to your request), your fundamental rights and protections under the regulations governing the Services will be substantially the same as those that apply to you now, except for the following:

- a. Financial Ombudsman Service: if you are categorised as a "professional client" you will not be able to use the services of Financial Ombudsman Service. This means that in case you make a complaint with regards to Services we provide you and you are not happy with how we handle such a complaint, you cannot make a complaint before the Financial Ombudsman Service.
- b. Communication: When interpreting and implementing the regulatory "communication" obligations relevant to the Services, Adyen may be permitted to take a different approach to its professional clients than it would with its retail clients. For example, you are likely to receive less information about us and our product and services. In any case, Adyen will ensure that all our communication with you is fair, clear and not misleading.

### **4. Request**

By signing this Confirmation Request, you request to be categorised as a professional client. You have the right to request a re-categorisation at any time. In that scenario, Adyen will not be able to offer its Services to you.

I hereby confirm and acknowledge that:

- I am acting in the course of my business, trade or my profession;
- I have read Adyen's Card Issuing and/or Business Accounts' Terms and I understand the Services as described therein;
- I understand the risks involved with the Services, in particular, that electronic money is not a deposit and is not protected by the FSCS (Section 1);
- I have experience with opening and operating an account (Section 2);
- I understand the consequences of being categorised as a professional client, as explained above (Section 3);

and therefore, request to be categorised by Adyen as a professional client in respect of the Services.