

ecoVoucher Redemption Guide

1 General

- 1.1 To redeem an ecoVoucher the following requirements should be met:
- a redemption of the ecoVoucher may be requested starting from its *Issue Date* till its' *Use by Date* and during a period of 6 (six) years after the date on which the ecoVoucher Terms and Conditions terminate;
- the ecoVoucher must be unused (i.e. its PIN number and face value shall not submitted to a Participating Merchant for validation) at and after submission of the redemption request;
- the funds in the ecoVoucher should be sufficient to cover the Redemption Fee and Monthly Charges (if applicable); and
- the ecoVoucher must be purchased from a Distributor (or from its authorised retailers) listed on Our Website (https://www.ecovoucher.net) or as otherwise made known to You by Us.
- 1.2 Upon receipt of Your redemption request:
- We will begin processing Your redemption request immediately provided that You have complied with the ecoVoucher Terms and Conditions. It will be processed within 2 (two) weeks from the date of receipt of a valid documentation from You that proves You are the rightful Holder of the ecoVoucher as provided for in Section 8.2 and Section 21.4 of the ecoVoucher Terms and Conditions;
- the redemption amount (i.e. the ecoVoucher's face value minus the Redemption Fee and the applicable Monthly Charges, if any) will be paid by Us to your personal ecoAccount available at www.ecopayz.com or via bank transfer to the payment (bank) account specified by You and of which You are the rightful holder only. In case of the bank account refund method, the redemption amount may be subject to third party fees (financial institution or association or other payment service providers). We cannot make available details of fees charged by third parties and We cannot be held liable for those fees;
- In case of the bank account refund method, the time frame between Us confirming Your redemption request and issuance and receipt of the redemption amount in Your payment (bank) account will depend on the involved financial institution or association or other payment service providers.

2 Redemption Fee and Monthly Charge

- 2.1 The Redemption Fee does not apply to redemption requests submitted during the *cancellation period* (i.e. within 14 days of the ecoVoucher's *Issue Date*).
- 2.2 The Redemption fee of 10 EUR per an ecoVoucher may be applied by Us. The Redemption Fee will be deducted from the balance of Your ecoVoucher before or on execution of Your redemption request. Where You

request redemption on the day of termination of the ecoVoucher Terms and Conditions or up to 1 (one) year after that, We will redeem the funds in Your ecoVoucher free of charge.

- 2.3 The Monthly Charge of 3.50 EUR (or the equivalent in another currency) per month is applied to the value of the unused ecoVoucher after the *Use By Date*.
- 2.4 The ecoVoucher Terms and Conditions can be found at https://www.ecovoucher.net.

3 Redemption Request Supporting Documentation

- 3.1 In order to qualify for a redemption, please provide ALL of the following documents (the original document or its notarized copy scanned or digitally photographed in high resolution):
- the ecoVoucher Redemption Application Form (see pages 2 and 3 of this document) fully completed and signed by hand;
- a proof of identity: a valid government issued photographic passport, identity card or driver's licence;
- an address proof document issued to You within the last 3 (three) months confirming Your first name, last name and address of residence details: a bank statement, a utility bill, a tax statement or a certificate of residence, government correspondence. This can be submitted to Us as an original PDF file as well;
- For a bank account refund: A statement of Your personal payment (bank) account issued to You within the last 3 (three) months showing Your first name, last name and sufficient details of Your payment (bank) account to receive an international fund transfer. This can be submitted to Us as an original PDF file as well; and
- the original ecoVoucher that You wish to be redeemed. If the ecoVoucher was issued to You online, You may provide its screenshot. ecoVoucher information should be provided in the ecoVoucher Redemption Application Form.
- 3.2 Please note that photocopies are not accepted as valid documents.

Personal Information

3.3 For redemptions of more than 1,000.00 EUR in total: please provide certified copies of Your ID and address proof documents.

ecoVoucher Redemption Application Form

Address (must be the same as on Your proof document)	
Post code	
Contact Phone Number	
Contact E-mail Address	
Reason for Redemption	
Action Fraud or Police Reference Number (if applicable)	
ecoVoucher #1 PIN	
Issue Date	
ecoVoucher Face Value	
ecoVoucher Currency	
If the ecoVoucher is purchased online: purchase date and name of the Distributor / its authorised retailer	
ecoVoucher #2 PIN	
Issue Date	
ecoVoucher Face Value	
ecoVoucher Currency	
If the ecoVoucher is purchased online: purchase date and name of the Distributor / its authorised retailer	
Total Refund Amount and Currency Requested (minus Refund Fee and Monthly Charges, if applicable)	

ecoAccount information (for an ecoAccount refund)			
ecoAccount number			
Bank account information (for a bank account refund)			
Bank Account Holder Name] 🗆	
Bank Account Number			
Currency			
Beneficiary Bank Name			
Bank Address			
SWIFT/ABA Code			
Branch Code			
Correspondent Bank			
Declaration			
I confirm that I am the Holder of the listed ecoVoucher(s) as defined in the ecoVoucher Terms and Conditions, and request a redemption of the value of the ecoVoucher(s). I agree to the deduction of the Redemption Fee (if applicable) and the Monthly Charges (if any) per ecoVoucher. I have enclosed the following (please tick):			
1. Proof of identity (Passport, DL, ID)			
2. Proof of my address of residence issued during the last 3 (three) months			
3. Proof of my personal payment (bank) account issued during the last 3 (three) months			
4. Original ecoVoucher (if purchased at a Point of Sales) or its details (if purchased online)			

Signature:	Date:

The ecoVoucher Redemption Application Form is deemed to be submitted and recorded when all the information and documents required in this form have been received by PSI-Pay Ltd. and all supporting documents are in acceptable quality.

Failure to sign and provide all the correct documentation or information in good quality will prevent the processing of Your redemption request.

Please send this form and all supporting documentation to <u>ecovouchersupport@ecopayz.com</u> or by mail to: ecoVoucher, PSI-Pay Ltd, PO Box 65111, London, SW1P 9PT.