

The excessive/commercial usage fee limit, set at 5.000 TRY under the current Framework Contract, has been updated to 25.000 TRY. The updated Framework Contract will come into effect on January 25, 2025. You have the right to terminate the Framework Contract without any charges until the effective date of this change. If the Framework Contract is not terminated by you within this period, it will be considered as accepted in its updated form as outlined below.

FRAMEWORK CONTRACT

SECTION 1

GENERAL PROVISIONS

1 - THE PARTIES

1.1. This Framework Contract ("**Contract**"); was concluded between Papara Elektronik Para

Anonim Para Anonim Şirketi ("Papara") and the person ("**User**") who benefits from the services offered by Papara. Papara and the User shall be referred to separately as "**Party**" and together as "**Parties**".

1.2. Address and contact information of Papara are as follows;

Address: Burhaniye Mahallesi, Atilla Sokak, No:7-1, Üsküdar / İstanbul

Phone number: 0 (850) 340 0 340

E-mail address: info@papara.com

Support Requests: destek@papara.com

1.3. The identity and contact information of the user is the identity and contact information provided by the user in their application when signing up for a payment account with Papara.

1.4. The above-mentioned address of Papara is the headquarters address and Papara does not have a branch where Papara provides its Services other than this address. The current list of Papara's representatives, their titles and addresses can be found at www.papara.com.

2 - DEFINITIONS

Unless otherwise expressly stated in this Contract, the expressions listed below have the meaning set out opposite them.

Payee : Refers to the real or legal person to whom the fund subject to the payment service is requested to reach.

Bank : Refers to banks operating within the framework of the Banking Law No. 5411.

Electronic Money : Refers to the monetary value received from the user and issued against the funds accepted by Papara, stored

electronically, accepted by other real or legal persons other than Papara and used to perform payment transactions defined in the Law.

Electronic Communication Tools	:	Refers to all kinds of devices such as computers, telephones, facsimiles, automatic dialing machines that allow messages to be sent, received or stored over the Internet and other communication networks.
Funds	:	Refers to banknotes, coins, representative or electronic money.
Conversion to Funds	:	Refers to the conversion of electronic money into banknotes, coins or representative money.
Forwarder	:	Refers to a real or legal person who issues a payment order from his/her own Payment account or without having a Payment account.
Sensitive Payment Datum	:	Refers to personal security information related to the Instrument of Payment such as password, security question, certificate, encryption key and PIN, card number, expiration date, CVV2, CVC2 code, etc. used in the issuance of the Payment Order or authentication, which, if intercepted or changed, may allow fraud or fraudulent transactions.
Services	:	Refers to the payment services and electronic money transactions listed in Article 12 of the Law that Papara offers within the framework of the Legislation and in accordance with the activity permits it has.
Service Interface	:	Refers to the Website and Mobile App that enables the User to benefit from the Services.
Contact Information	:	Refers to all kinds of contact information, including but not limited to the telephone number, e-mail address and address, which are notified to Papara by the User during the acceptance of this Contract and which can be changed afterwards, and which are used to communicate with the User.

Website	:	Refers to the website where the services offered by Papara are provided, which can be accessed from the link of www.papara.com by the User completing the Authentication steps.
Work Day	:	Refers to the day of Monday, Tuesday, Wednesday, Thursday, Friday, which are not considered as holidays or vacation days in accordance with the Laws of the Republic of Türkiye.
Law	:	Refers to the Law No. 6493 on Payment and Securities Settlement Systems, Payment Services and Electronic Money Institutions.
Card	:	Refers to physical cards and virtual cards with the same function issued by Papara and used as a means of payment, including the payment applications necessary to enable the User to initiate a card-based payment transaction.
Card Holder	:	Refers to the User who has been issued a Card by Papara.
Identity Information	:	Refers to any information that can be used to identify the User, including but not limited to the name, surname, date of birth, place of birth, mother's name, identity number, identity card serial number, which is notified to Papara by the User during the acceptance of this Contract and can be changed afterwards.
Authentication	:	Refers to the mechanism that provides assurance that any identity information reported is indeed that of the person reporting it.
Personal Safety Information	:	Refers to the information identifying the payment instrument and the identity of the payment instrument user, such as the password, expiration date, security number that can be used while performing a transaction with the payment instrument.
User	:	Refers to the real person who is a party to this Contract, who opens a payment account with Papara and benefits from the

payment services, electronic money services and/or other services offered by Papara.

User Security Information	:	Refers to the customized information given to the User by Papara or determined by the User and agreed with Papara in order to perform the authentication process.
Central Bank	:	It is the Central Bank of the Republic of Turkiye.
Legislation	:	Refers to the Law, the relevant secondary regulations issued on the basis of the Law and the laws, regulations and other regulations of the Republic of Turkey directly applicable to this Contract and the services offered by Papara.
Mobile App	:	It is an application that is installed on a mobile device such as a smartphone or tablet and enables the user to access and use the services offered by Papara by completing the Authentication steps.
Payment Instrument	:	Special tools such as card, mobile phone, QR code, password and similar used by the user to issue the Payment Order.
Payment Order	:	The instruction given by the user to Papara or another payment service provider in order to make the payment transaction.
Card Association	:	Refers to the set of rules, practices, guidelines and standards that ensure the execution of card payment transactions, including the management and decision-making bodies and organizational structure responsible for the implementation of this functioning, regardless of the infrastructure and payment system that supports the functioning of Papara.
Payment Account	:	The account opened with Papara on behalf of the User and used to provide the Payment Service.

3 - SUBJECT AND SCOPE OF THE CONTRACT

This Contract has been concluded to regulate the conditions for the User to benefit from the Services provided by Papara within the framework of the official authorisation it has under the Law and the rights and obligations of the Parties in this context.

SECTION 2

RIGHTS and OBLIGATIONS of PARTIES

4 - RIGHTS and OBLIGATIONS of THE USER

- 4.1.** Real persons who want to benefit from the Services offered by Papara must open an account through the Service Interface by completing the identification and authentication steps, the minimum conditions of which are determined within the framework of the Legislation and required by Papara. Real persons who have completed the account opening steps are considered Users under this Contract.
- 4.2.** In order for Papara to provide the Services to the User, the Identity and Contact Information required to be submitted by the User must be filled in by the User personally. Without prejudice to the rules regarding obtaining the consent of the legal representative for the execution of this Contract by minors as required by the legislation, this Contract cannot be executed by proxy or legal representation. The User shall manually enter data in the relevant fields for the Services that he/she wants to benefit from, specify the information that can only be known by him/her and submit the documents expected to be submitted in accordance with the instructions made through the Service Interface. Papara will start to serve the User after confirming the accuracy of the information and documents submitted.
- 4.3.** The user is responsible for the accuracy of the identity information and contact information provided in the account opening steps. Papara may ask the User to confirm the identity information and/or contact information if it suspects that the identity information and/or contact information provided during the User's acceptance or later during the activities carried out within the scope of internal control and compliance activities is untrue or that this information has been used by unauthorized persons. In this case, the User is obliged to provide any information and documents requested by Papara to confirm the accuracy of the User Identity Information and/or Contact Information.
- 4.4.** The User accepts, declares and undertakes that he/she does not act on his/her own behalf but on behalf of someone else while benefiting from any Service offered by Papara and that he/she cannot act on behalf of someone else during the period the Contract remains in force. Accordingly, the User may not share passwords and other access information provided to him/her for accessing the Service Interface and utilizing the Services with third parties under any circumstances, and may not allow third parties to perform transactions on his/her behalf using the Service Interface. The user declares that he/she is aware that if he/she violates this provision, he/she may be sentenced to imprisonment from six months to one year and a judicial fine of up to five thousand days in accordance with Article 15 of the Law No. 5549 on the Prevention of Laundering of Crime Revenues. This article replaces the written declaration to be provided by the User pursuant to Article 17 of the Regulation on Prevention of Laundering of Crime Revenues and Financing of Terrorism.

- 4.5. The User may not use Papara's services for illegal or immoral purposes or for the provision of goods or services that may be used in this way or that are directly illegal or immoral. The User declares that he/she will use Papara's services only for the purchase of goods or services without submitting the information and documents required for the identification required by the legislation and completing the necessary steps for identity confirmation.
- 4.6. In order for minor Users to benefit from the Services, their legal representatives must give their consent using the methods determined by Papara. Electronic money accounts of minor users can be monitored by their legal representatives.
- 4.7. The User has the right to access the information and conditions in this Contract at any time through the Service Interface.

5 - PAPARA'S RIGHTS and OBLIGATIONS

- 5.1. Papara may offer different identification methods and different account types for Users within the scope of the legislation it is subject to and its own risk management policy. The services offered by Papara and the limits and restrictions regarding these services may be differentiated within the scope of the applicable legislation and risk management policies. Papara may change or terminate the Services it offers at any time at its sole discretion.
- 5.2. Papara's responsibility is limited to the provision of the Services (payment services, electronic money issuance, money transfer, card-based payments and etc.) defined in this Contract . In the event that the User pays for the goods and/or services to be obtained from third parties by using Papara Services, Papara in no way undertakes that the goods and/or services offered, provided, sold or promised by third parties will be given, provided or supplied free of defects. Accordingly, Papara cannot be held responsible for the goods and/or services provided by third parties to be in compliance with the laws and morals, to be provided or delivered in full, to provide the User with invoices, delivery notes, warranty certificates and similar documents required by legal regulations and other similar legal obligations. The User knows and accepts that Papara is not a party to any dispute that may arise due to the works and transactions specified in this article for which third parties are responsible, and that he/she cannot make any request from Papara for these reasons.
- 5.3. Papara may perform the following within the scope of internal control and compliance activities, the scope and rules of which it will determine in accordance with the Legislation: May check, observe, report and record the User's transactions for this purpose of
 - (i) The accuracy of the Identity and Contact Information provided by the user during or after account opening,
 - (ii) Whether the user is acting on behalf of someone else,

- (iii) Whether he/she has given any password and access authorization, including Sensitive Payment Data, given to him/her to use the Services to third parties for a benefit,
 - (iv) Whether the User is using the services for illegal activities,
 - (v) Whether the transactions carried out within the scope of the Services are performed in a fraudulent or unauthorized manner,
 - (vi) Whether there has been fraudulent or unauthorized access to the Payment Account or fraudulent or unauthorized attempts to initiate a payment transaction,
- 5.4.** As a result of the findings to be obtained by Papara within the scope of the activities to be carried out within the scope of Article 5.3 or as a result of reasonable suspicion arising, Papara may, at its sole discretion, perform the following:
- (i) May suspend some or all of the Services,
 - (ii) May postpone or reject the User's request for the repayment of Electronic Money,
 - (iii) May freeze, stop or close the Services provided to the User,
 - (iv) May terminate the Contract immediately without any notice period.
- 5.5.** Papara shall inform the User about the transactions it will perform within the scope of Article 5.4 - if possible, before the transaction is executed, if not possible, after the transaction is executed - except for the provisions preventing the provision of information in the Legislation and the existence of objective reasons that threaten security.
- 5.6.** The User may not copy, imitate or use any trademark, intellectual or industrial right of Papara without the prior written consent of Papara. All page headers, custom graphics, button icons and text used in the Service Interface are trademarks and/or trade dress of Papara. All rights, titles and benefits related to the Website and Mobile App, any content therein, the technology related to the Services and any technology created or derived from the foregoing or all technologies and content are the exclusive property of Papara. The User may not copy, duplicate or use them without the prior written consent of Papara.

SECTION 3

GENERAL PROVISIONS ON SERVICES

6 - DETERMINATION OF SERVICES

- 6.1.** Papara will provide Services in accordance with the Legislation and within the framework of the operating permits issued by the Central Bank. The User may benefit

from the Services offered by Papara provided that the User complies with the terms and conditions stipulated for the relevant Service and pays the fee if a fee is stipulated for that Service.

- 6.2.** Papara does not undertake that will continue to provide any Service that it was providing at the time the Contract entered into force unchanged for as long as the Contract continues. Papara may unilaterally change the content, conditions of utilization and fees of the Services it offers, with prior notice if required by the Legislation; may temporarily or completely stop the Services.

7 - INFORMATION TO BE USED FOR THE USE OF THE SERVICES

- 7.1.** Prior to the commencement of the use of the Services, the User shall set a password in accordance with the instructions made through the relevant Service Interface, which shall allow the User to use the Service Interface to benefit from all the Services, including the initiation and execution of the payment transaction, which shall not be easily guessed, which shall not be shared with third parties.
- 7.2.** In line with the directions to be made to the User via the Website and/or Mobile App, in order to use the relevant Service Interface using the options offered, at least one of the Turkish ID number, account number, phone number, e-mail address information provided by Papara, according to the method of access to the Service Interface to be preferred; will use the password to be created in accordance with Article 7.1, another data to be used as an Authentication method and/or one-time passwords to be sent to the mobile phone.
- 7.3.** When the user requests a Card from Papara, in payment transactions and deposit and withdrawal transactions to be made with the Card; (i) if the transaction is made with a physical POS device or ATM, the Card and the Card password determined by the user for the use of the Card if the transaction to be made is mandatory (ii) for transactions made over the internet, the card information of the physical or virtual card given to the user and the one-time password to be sent to the mobile phone number notified to Papara if the 3D secure payment method will be used for the transaction.
- 7.4.** Papara may request additional information and documents from the User for the initiation and execution of payment transactions in order to ensure and strengthen the security of the transactions to be carried out by the User, to improve the user experience and to fulfil its obligations stipulated in the Legislation, and may introduce new rules regarding the User's access to the Service Interface.

8 - FEES

- 8.1.** The fees that the User must pay to Papara regarding the services offered under this Contract are included in the Fee Information List in Annex-1, which is an annex and integral part of this Contract.
- 8.2.** If a fee is stipulated for any transaction, the transaction fee will be charged to the User's payment account. If the transaction fee is charged for the transfer of an amount as part of a payment transaction, no deduction is made from the amount transferred.

If the balance remaining in the payment account after the transferred amount is less than the transaction fee, Papara may decline the transaction.

- 8.3.** Papara may unilaterally change/increase the fees to be charged for products and services and transactions in accordance with the change principle in the relevant legislation.

9 - CURRENCY IN WHICH THE PAYMENT WILL BE MADE

- 9.1.** Payment transactions where both parties to the transaction are resident in Turkey and payment service providers located in Turkey are used may only be made in Turkish Lira.
- 9.2.** Payments where one of the parties of the transaction is located abroad and payment transactions that are allowed to be made in foreign currency within the framework of the Legislation, provided that they comply with the Legislation, are carried out using the currency determined by Papara within the framework of the relevant Service. The reference exchange rate is calculated by increasing the relevant exchange rate announced by the Central Bank by a certain percentage. The foreign currency equivalent Turkish Lira amount applied by Papara is shown on the receipt for the relevant transaction. In cases where it is obligatory to provide information about the fees and the exchange rate used before the transaction within the framework of the legislation, the User is deemed to have accepted the relevant Service in the light of this information.

10 - INCORRECT OR UNAUTHORIZED TRANSACTIONS

- 10.1.** The user may request the correction of the transaction by notifying Papara without delay from the moment the user learns about the payment transaction that he/she has not authorized or has been performed incorrectly. The request for correction shall in any case be made within 13 (thirteen) months from the date of payment. Papara will respond to the user's request for correction as soon as possible.
- 10.2.** The User is obliged to take the necessary security measures from the moment he/she receives the payment instrument or has the opportunity to use and save the payment instrument. The User is obliged to take the necessary measures to protect the Sensitive Payment Datum information related to the payment instrument and to use the payment instrument in accordance with the terms of issue and use. In case of loss or stolen of the payment instrument or if the User learns of any transaction against his/her will, the User shall immediately notify Papara.
- 10.3.** If a lost or stolen payment instrument is used or if the payment instrument is used by others due to failure to properly maintain customer security information, the User shall be liable for up to 250,- (two hundred and fifty) Turkish Liras of the damages arising from unauthorized payment transactions within 24 (twenty-four) hours prior to the notification made in accordance with Article 10.2. The User shall not be held liable for any unauthorized payment transactions that take place after the notification made pursuant to Article 10.2. The User shall not be held liable for any payment

transaction or any damage caused by a payment transaction pursuant to this paragraph if the cause of the damage resulting from the use of the payment instrument by others is an employee, agent or outsourced service provider of the payment service provider. In the event that the User fraudulently uses the payment instrument or intentionally or gross negligently fails to take the necessary measures to protect the security information related to the payment instrument, or fails to use the payment instrument in accordance with the terms of issue and conditions of use, in relation to an erroneous or unauthorized payment transaction, the User shall be liable for the entire loss arising from the unauthorized payment transaction.

- 10.4.** In the event that the User has a strong suspicion that the matters set out in Article 10.3 have occurred, Papara has the right to conduct an investigation, limited to a reasonable period of time, before making a correction to the transaction.
- 10.5.** If the user's correction request is approved by Papara, the relevant transaction fee will not be transferred to the Purchaser and will be returned directly to the User as soon as possible by Papara. If the transaction amount has been transferred to the Buyer at the time the User notifies Papara of the correction request, Papara will request the Purchaser to return the relevant amounts to the User. If the Purchaser agrees to refund the relevant amount to the User, this amount will be refunded to the User. If the Purchaser does not agree to return the relevant amount to the User, Papara's responsibility for the return of the amount will end and the User will have to request the amount transferred to the Purchaser directly from the Purchaser as a result of the payment transaction.

11 - TECHNICAL SPECIFICATIONS OF THE USER DEVICE

- 11.1.** In order to benefit from the Services offered by Papara, the User must have devices that allow the User to access and use the Service Interface.
- 11.2.** In order to use the Website, the User must have a desktop computer, laptop, tablet, smartphone or similar device that can connect to the Internet and has a web browser installed that allows browsing basic websites.
- 11.3.** In order to use the Mobile App, the user must use a smartphone that can connect to the internet. Smartphones are recommended to run on iOS, Android, Huawei or operating systems that allow secure use of the Service Interface. For each mobile device, the Mobile App will need to be installed via the relevant app store. The phone must have the necessary storage to install the app. Papara may request an update to the Mobile App to improve the customer experience. In the event that the Mobile App is updated, the operating system of the smartphone used must be of a quality that will allow these updates to be made.
- 11.4.** When using the Service Interface, the User is responsible for (i) ensuring that the internet connection of his/her device is secure, (ii) installing and using virus protection software that ensures the security of the device, and (iii) taking the necessary measures to prevent the device from falling into the hands of third parties. Papara will

not be responsible for any damages that may occur due to the use or control of the device used by the User to access the Service Interface by unauthorized persons.

SECTION 4

SERVICES

12 - ELECTRONIC MONEY ISSUANCE AND REPAYMENT

- 12.1.** After the User transfers funds to the payment account of Papara for the issuance of Electronic Money, Electronic Money is issued by Papara without delay. The User shall be able to access the receipt showing the amount of the funds received by Papara in exchange for electronic money through the Service Interface or request it to be transmitted to him/her via a permanent data storage device.
- 12.2.** No interest may be charged on the funds received in exchange for electronic money and the customer may not be provided with any benefit depending on the time and amount of the electronic money held.
- 12.3.** The User may request the repayment of part or all of the electronic money. Without prejudice to the relevant provisions of this Contract and the authorities and obligations imposed by the Legislation, Papara is obliged to carry out the transactions regarding the repayment of the funds equivalent to the electronic money upon the request of the customer without delay and in any case by the end of the next business day at the latest after receiving the request.
- 12.4.** Papara may charge the User a fee proportional to the cost of such transaction if the User requests the repayment of the Electronic Funds (i) before the expiration of this Contract, (ii) before the expiration date set out in Article 12.7, (iii) more than one year after the expiration date set out in Article 12.7.
- 12.5.** Papara shall be entitled to require that the funds equivalent to the electronic money be paid to a bank account defined in the User's Papara account. In cases where the funds in electronic money are paid by credit card, the repayment of electronic money may be restricted in accordance with the provisions of the Legislation.
- 12.6.** Papara shall not be liable for any delays caused by the relevant Bank or other institution where the User requests the Electronic Money to be repaid to an account with a Bank or other electronic money institution or payment service provider, or to be repaid in cash through an ATM.
- 12.7.** The expiration date of the electronic money is the date on which the period of one year following the last transaction (withdrawal, deposit, payment, etc.) made by the User in his/her account expires.

13 - PAYMENT SERVICES

- 13.1.** All transactions required for the operation of the payment account, including the services that allow depositing money to the (i) payment account and withdrawing money from the payment account offered by Papara, provided that Papara has obtained an operating license within the scope of this Contract; (ii) a direct debit transaction, including one-off transactions, involving the transfer of funds from the user's payment account with Papara, a payment transaction made by payment card or similar instrument, and a money transfer, including a regular payment order; (iii) issuance or acceptance of payment instruments; (iv) money transfer; (v) services for the intermediation of invoice payments; (vi) payment order initiation service offered at the request of the user in relation to a payment account with another payment service provider, (vii) provided that the User's consent is obtained, each service of providing consolidated information on online platforms regarding one or more payment accounts of the User with payment service providers shall be deemed to be a "Payment Service".
- 13.2.** The provision of Payment Services is subject to the User's request or confirmation. The User is deemed to have accepted the terms and conditions notified to him/her in this Contract, the relevant Legislation and/or at the stage when the Payment Service request or approval is given for the Payment Service requested through the Service Interface.
- 13.3.** The User may transfer funds to the payment account for Payment Services only by using bank accounts, credit cards, debit cards and other payment instruments that the User is legally entitled and authorized to use. The User is obliged to compensate all damages that Papara may incur due to claims that third parties might direct to Papara due to payment instruments used illegally.
- 13.4.** Provided that the conditions set out in the Contract are fulfilled by the User, regardless of whether the payment transaction is initiated by the consignor or the recipient, Papara cannot refuse to initiate or fulfill the payment order, unless the realization of the payment transaction is contrary to Law No. 5549 and other Legislation, there is no contrary provision in the Legislation or there is a justified reason. If Papara refuses to initiate or fulfill a payment order, Papara notifies the customer of the reason for the refusal and how the errors, if any, causing the refusal can be corrected, except for the provisions preventing the provision of information in other laws and objective reasons that threaten security, as soon as possible through the Service Interface and other communication channels registered by the User with Papara, and in any case no later than the end of the business day following the receipt of the payment order.
- 13.5.** Papara undertakes to transfer a certain amount stipulated for that Payment Service to the Purchaser, subject to approval by the User within the scope of the Payment Service. The User agrees that Papara will be deemed to be authorized to complete the Payment Transaction if the User gives approval for the realization of the payment transaction through the Service Interface and/or through communication tools such as phone, tablet, computer, etc. as agreed with Papara.

- 13.6.** If the User issues a Payment Order for the payment to be made on a certain day at the end of a certain period (e.g. automatic payment order for invoice or dues payments, etc.), the day agreed for the payment is considered as the time of receipt of the Payment Order. In this respect, the User may revoke the Payment Order no later than the end of the business day preceding the day agreed for the execution of the payment transaction.
- 13.7.** Payment transactions made by the User who is the Consignor in accordance with the identifier specified at the time of authorization of the Payment Service shall be deemed to be made to the correct Purchaser. If the identity specified by the user is incorrect, Papara cannot be held responsible for the non-execution or incorrect execution of the Payment Transaction.
- 13.8.** Once the payment order has been transmitted by the User, it cannot be reversed by the User, unless otherwise agreed between the parties. In cases where the payment transaction is initiated by the purchaser, through the Purchaser or by the payment order initiation service provider, the User in the position of sender cannot withdraw the payment order after the User has transmitted the payment order to Papara or has given Papara approval for the execution of the payment transaction. In the case of payment by direct debit, the User may withdraw the payment order no later than the end of the business day preceding the day agreed for debiting the funds to the account. After the periods specified in this article have expired, the withdrawal of the payment order is subject to the contract of the parties. The Purchaser's consent is required for the User to reverse the payment transaction after the expiration of the period. Papara may charge a fee for the return of the payment order, limited to the costs incurred.
- 13.9.** The limits regarding the payment instruments provided to the User under this Contract are set out in the Fee Information List in Annex-1, which is an annex and inseparable part of this Contract.
- 13.10.** No interest may be charged on the payment account, and the User may not be provided with any benefit depending on the time or amount.

14 - CARDS

- 14.1.** With the Card defined to the User account, the User can access the Papara account, issue payment instructions and make purchases of goods and/or services.
- 14.2.** The User may pay for the purchase of Card products and services, withdraw cash as a result of the conversion of electronic money in the payment account into funds; use it for payment and money transfer transactions, for Payment Services at banks and ATMs. All or some of the transactions listed in this article can be performed with the Cards offered by Papara.
- 14.3.** The use of the Cards, swap and setoff transactions are subject to the provisions of the Law and the regulations and other relevant legislation under the Law. In case of any changes in the legislation, the changes shall be applied as of the effective date.

- 14.4.** The User's liability arising from the use of the Card shall commence from the moment the card is received or the information of the card/wallet without physical existence (virtual) is transmitted to him/her, and the User is obliged to take the necessary security measures regarding the Card from that moment. It is the User's responsibility to protect the Card, electronic devices such as mobile phones, etc., which may enable the use of the Card due to the storage of Card information, and information regarding the code number, password or other identifying methods for the use of the Card in a secure manner and to take measures to prevent its use by others.
- 14.5.** Since the balances used in local transportation and pass systems to contracted areas (such as museums and ruins) that are not instantly reflected in the transaction limit cannot be detected, the relevant balance will not be returnable to the User if the Card becomes unusable due to reasons such as loss/stolen/ tampering or if you do not use the relevant service.
- 14.6.** Debit and credit records arising from the use of the Card abroad are notified to Papara in foreign currency through the relevant Card Scheme and the expenditures, together with the relevant commissions and expenses, are converted and reflected in Turkish Lira at the foreign exchange sales rate determined by Papara in accordance with the provisions of the Legislation on the date of registration in the User's account or at the monthly average rate to be determined for such expenditures. In this case, the reference foreign currency rate for the related transaction is determined by the Card Schema.
- 14.7.** In the event that the Card issued to the User under this Agreement is used for One-Time Payment Transactions, Papara is not obliged to provide the User with the information given or to be given on the basis of the framework agreement concluded with another Payment Service provider, but upon the request of the User, it will provide the User with information regarding the maximum completion time of the Payment Transaction and the breakdown of the total fees and fees to be paid in relation to the payment transaction in question, and will inform the User in respect of other information listed and prescribed under the legislation. In this context, the User reserves the right to request that this information be kept and used without being changed, without being subject to any fee, with the methods to be determined and at least 1 (one) time per month.
- 14.8.** In card-based payment transactions initiated by or through the purchaser, in cases where the exact amount of the transaction is not known at the time the consignor in the User's position consents to the payment transaction, Papara will be able to block the funds in the User's payment account in cases where the User consents to the exact amount to be blocked.

15 - CASHBACK PROGRAM

- 15.1.** Cashback program is a program whereby a certain percentage or a certain amount of Papara users' spending on services, transactions, merchants and/or categories determined by Papara is returned to the User's account as electronic money.

- 15.2.** The Cashback program is open to approved or contracted Papara account holders. Institutional Papara account holders and institutional card users cannot benefit from the Cashback program.
- 15.3.** The maximum Cashback amount and rate that can be earned for each category and/or establishment under the Cashback program are published on the Papara website and mobile app. Papara has the right to make any changes in the maximum amount and rates at any time, and the maximum amount and/or rate changes can be followed by the Users on the Papara website and mobile app. If Papara updates these changes through the website and mobile app, it will be deemed that the User is aware of the relevant change.
- 15.4.** Without prejudice to the earnings obtained by users from their previous spending; All categories and/or establishments within the scope of the Cashback program can be removed and/or changed by Papara at any time without the need for a notification. Users are responsible for following the changes.
- 15.5.** Papara has the right to set a lower-upper limit and to change and/or increase this limit at any time in order to earn Cashback based on the expenditures to be made by the Users in the categories and/or establishments determined within the scope of the Cashback program.
- 15.6.** In case of cancellation/return of any expenditure that causes Cashback earnings, the amount credited to the User's account as Cashback will be automatically collected by Papara as soon as the cancellation/return is reflected in the User's electronic money account. As a result of the cancellation/return of any expenditure that causes Cashback earnings, if the establishment provides the User with a different payment method (cash, money transfer, gift voucher, etc.), the Cashback amount paid to the User is automatically collected by Papara as soon as it is reflected in the User's electronic money account.
- 15.7.** In cases where cashback earning is stipulated for expenditures in a specific category, Papara will take into account the establishment category information and transaction description information of the establishment where the expenditure is made. E.g. If Cashback is stipulated for expenditures made in the cinema category, the category of the establishment must be in the "cinema" category and/or the term "cinema" must be included in the transaction description. Cashback payment cannot be made by Papara if there is insufficient information about the relevant category in the category and/or transaction description.
- 15.8.** In the event that it is determined that the Cashback program is abused or if Papara believes that there is abusive use by Papara, Papara has the right not to pay the Cashback amount to the User or to return it if it has been paid. All users participating in the Cashback program agree that Papara may unilaterally detect any abuse.

SECTION 5

PRIVACY AND INFORMATION SECURITY

16 - PRIVACY OF DATA

- 16.1.** The Parties hereby declare and undertake that they will keep all information obtained from the other Party in any way within the framework of this Contract confidential, will keep it confidential, will not use it for any purpose other than that specified in the Contract and will not disclose it to third parties (except for legal obligations) without the written consent of the relevant Party by considering this information as confidential information.
- 16.2.** The User is responsible for protecting the user account created for the use of the Service (including the relevant username and password), the Payment Instrument in its possession and Sensitive Payment Data and shall not disclose the same to third parties for any reason whatsoever. In case of loss, theft or unauthorized use of such information or the Payment Instrument, the User shall immediately notify Papara.
- 16.3.** The confidentiality clause is a commitment independent of the Contract and shall remain in force after the termination of this Contract for any reason.

17 - PROCESSING OF PERSONAL DATA

- 17.1.** The user accepts, declares and undertakes that any other forms filled out at Papara's workplace, office or Papara's Representatives, contact forms filled out electronically, written or verbal communications with Papara through online channels, including this contract, electronic mail, fax or letter sent to Papara via the electronic mail system, and all kinds of information and documents, all personal data transferred to Papara in other ways, including but not limited to the information and documents shared through the telephone channel or in direct conversations with Papara and personal data shared verbally, in writing or electronically in any other way, are collected by Papara in whole or in part, by automatic or non-automatic methods, in accordance with the Law on the Protection of Personal Data, to perform and/or execute the performance and/or execution of the services and Papara's activities, to plan and/or execute the sales processes of the services, to develop and diversify products and services, to market and advertise products and services, to carry out the necessary work to make the relevant persons benefit from these activities, to inform about products and services, to measure the satisfaction of users about products and services, to manage requests and complaints, to carry out the necessary quality and standard audits, to plan, supervise and/or execute information security processes, to determine and implement commercial and business strategies, to plan and/or execute business continuity activities, to follow processes related to finance, accounting and invoicing, to follow legal processes, to ensure that data is accurate and up-to-date, to ensure the security of Company operations, to ensure the legal, technical or commercial business security of real or legal persons who have a business relationship with Papara, to ensure the legal, technical or commercial business security of real or legal persons who have a business relationship with Papara, and to be processed for purposes such as Company procedures.
- 17.2.** Papara announces the rules and clarification text regarding the processing of personal data on Website. The User declares that the rules and clarification text regarding the

processing of personal data were communicated to him/her before the conclusion of this Contract.

- 17.3.** Papara may unilaterally change the rules regarding the processing of personal data from time to time. In this case, Papara shall notify the User of the changed rules.

SECTION 6

DURATION and TERMINATION OF THE CONTRACT

18 - DRAWING UP, EFFECTIVITY AND DURATION OF THE CONTRACT

- 18.1.** This Contract is deemed to have been drawn up as soon as the User completes the authentication steps before Papara and transmits the account opening confirmation via the Service Interface. The contract enters into force as soon as it is concluded.
- 18.2.** This Contract shall remain in force unless unilaterally terminated by Papara or the User, regardless of a certain period of time.

19 - RIGHT OF WITHDRAWAL

- 19.1.** The User has the right to withdraw within 14 (fourteen) days from the drawing up of the Contract without any justification and without paying any penal clause. If the User wants to use the right of withdrawal, he/she must communicate his/her right of withdrawal to Papara within 14 (fourteen) days via the Call Center at 0850 340 0340, in writing or by permanent data storage.
- 19.2.** The Contract ends when the User submits his/her withdrawal request to Papara and all Services provided to the User are stopped within 7 (seven) days at the latest following the User's submission of the withdrawal request to Papara.

20 - TERMINATION

- 20.1.** The User may terminate the Contract at any time unilaterally and without giving any reason, provided that at least 10 (ten) days prior notice is given. If the User wants to use the right of termination, he/she must notify Papara of his/her right of withdrawal via the Call Center at 0850 340 0340 telephone number, in writing or by permanent data storage. After receiving the termination request, Papara fulfills the requirements of the termination process as soon as possible, provided that the customer has fulfilled the obligations in the contract.
- 20.2.** Papara may terminate this Contract by notifying at least one month in advance. In cases where Papara is required to terminate the Contract within the framework of its obligations arising from the Legislation, Papara may terminate this Contract immediately without waiting for a one-month notice period. Papara notifies the termination notice to the User via a permanent data storage device using the contact information provided by the User.

- 20.3.** In case of termination of the Contract, the User may be charged a termination fee limited to the costs incurred by Papara for the services envisaged to be provided under this Contract and the Contract and directly attributable to the customer. No fee can be charged for termination after one year.
- 20.4.** If the User has paid an amount in advance for the use of the Services, the User shall be returned the overpaid amount as of the termination amount.
- 20.5.** In the event that one of the Parties breaches its contractual obligations and the relevant breach is not corrected within 1 (one) week following the date of the request despite the request sent by the other Party regarding the correction of the breach, this Contract may be terminated immediately without compensation by a notice to be delivered in writing by the Party sending the notice.
- 20.6.** In the event that it is determined that the User uses the Service offered by Papara for illegal or immoral purposes or provides illegal or immoral goods or services, or within the framework of Papara's obligations arising from the legislation, this Contract may be terminated immediately by Papara without any compensation.
- 20.7.** In the event that Papara's operating permit under the Law is terminated for any reason, this Contract will be terminated based on the notification made by Papara without any compensation obligation to Papara.

21 - REPAYMENT OF ELECTRONIC MONEY UPON TERMINATION OF THE CONTRACT

- 21.1.** If the Contract is terminated for any reason, the amount of funds equivalent to the issued electronic money shall be sent to the User's bank account or account with another payment institution or by making a payment to a credit card, which the User notified when exercising the right of withdrawal or termination.
- 21.2.** If the Contract is terminated by Papara, the User must notify Papara within one month following the date of termination notice by Papara; if the Contract is terminated without notice by Papara, the User must notify Papara of the bank account or payment institution information to which the amount of funds equivalent to the electronic money issued within one month following the termination will be returned. In the event that the User fails to make this notification, Papara is released from the obligation to repay the amount of funds equivalent to the electronic money issued by the User by making a payment to a bank account or an account with another payment institution or a credit card previously notified by the User.
- 21.3.** The authorizations and obligations (asset freezing decisions, Papara's use of the right of set-off and similar) imposed by the Legislation on Papara regarding the non-payment of the fund amount corresponding to the issued electronic money are reserved.

SECTION 7

COMPLAINTS AND DISAGREEMENTS

22 - COMPLAINTS

The User will be able to submit complaints and objections regarding the Services provided by Papara by contacting Papara's Call Center at 0 850 340 0340 telephone number or via e-mail to destek@papara.com. Papara shall review these complaints and inform the User within 20 (twenty) workdays at the latest.

23 - DISAGREEMENTS

- 23.1.** If the User wants, he/she may apply personally or through a lawyer to the arbitration committees established within the Association of Payment and Electronic Money Institutions of Turkey, which was established to find solutions to disputes that may arise from consumer transactions and consumer-oriented practices. Information on how to make these applications can be reached at www.todeb.org.tr.
- 23.2.** If the User wishes, the User may apply to the Consumer Arbitration Committees established within the framework of the Law on Consumer Protection or to the authorized and competent courts in person or through a lawyer regarding disputes that may arise from consumer transactions and consumer-oriented practices. Consumers can apply to the Arbitration Committees electronically through the Consumer Information System (TÜBİS) (<https://tuketicisikayeti.ticaret.gov.tr>).

SECTION 8

OTHER PROVISIONS

24 - NOTICES

- 24.1.** Unless otherwise expressly stated in this Contract, all notices to Papara shall be made by using Papara's contact information specified in Article 1. For some requests, Papara may require notices to be made through a notary public if additional Authentication steps are required. In this case, all amounts due shall be paid by the User.
- 24.2.** Notices to be made by Papara will be made using the Contact Information provided by the User to Papara. The User is obliged to notify Papara immediately if this information changes. In the event that the User does not notify the changes in the contact information, Papara shall be deemed to have fulfilled its obligation to make a notice by using the contact information notified to it by the User.

25 - FORCE MAJUERE

- 25.1.** At the date of signing this Contract, situations occurred that did not exist at signing date and unpredictable, occurred in a way and to a degree that would partially or completely, temporarily or permanently stop the working opportunities of the Parties or a single Party, Other circumstances beyond the control of the parties, such as man-made and natural disasters, warp, mobilisation, fire, strike, lockout and not limited these and other circumstances are considered force majeure .

25.2. In the event that Papara is unable to provide the Services due to force majeure, the User shall not be entitled to claim compensation for failure to provide the Services.

26 - CONTRACT MODIFICATIONS

26.1. Papara has the right to change the terms and conditions of these Services at any time. If such changes (whether made by Papara or arising from the Law and other relevant legislation) cause a change in the terms of this Contract (unless legislative changes stipulate a shorter period), the User will be notified 30 (thirty) days before the relevant change enters into force, including the scope of the change, the effective date and the User's right of termination.

26.2. If the User does not accept the aforementioned change, the User may terminate the Contract without any fee. In the event that the User does not use the right of termination within the 30 (thirty) day period in which the change will take effect upon notification of the change, the change will be deemed accepted. The User cannot make any request from Papara in this context.

27 - INTEGRITY OF THE CONTRACT

The invalidity in whole or in part of one or more of the non-essential provisions of this Contract shall not affect the validity of the remaining provisions of the Contract.

28 - TRANSFER

The User may not transfer and assign the rights and obligations arising from this Contract and the Agreement, in whole or in part, to third parties without the written approval of Papara.

29 - USING OF RIGHTS

The failure of the other Party to take any action in response to a breach of any provision of this Contract by one Party shall not constitute a waiver of the other Party's rights and the other Party shall be entitled at all times to exercise its rights under the Contract in the event of any subsequent breach. Failure or delay in using any right arising under this Contract by the Party concerned shall not constitute a waiver of such right by the Party entitled thereto

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Consisting of 29 (twenty-nine) articles, this Contract has been drawn up and entered into force as soon as the User completes the identity authentication steps before Papara and transmits the account opening confirmation via the Service Interface.

User

Papara Elektronik Para Corporation

ANNEX-1 FEE INFORMATION LIST

Papara Account Transaction Fees		
Transaction Type	Transaction Fee	Description
	.	
Account Opening Fee	Free	Account Opening via Papara Mobile Apps or Website
Account Usage Fee	Free	Papara Account Usage Fee .

Unused Account Fee	9.90TL (BITT included)	This fee is charged monthly for accounts that have not been used for the last 6 months.
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Money Deposit via Wire Transfer/EFT	Free	Depositing money to Papara account via wire transfer from another bank account
Deposit money via ATM Cardless transaction menu	Free	Depositing money to Papara account via ATM of another bank account without a card

Deposit Money with Card	BKM credit card interchange commission rate + 1% (Including BITT)	Depositing Money to Papara Account with Debit Card, Credit Card or Other Cards that you will add to your Papara account. Papara may decrease the commission rate of 1%.
Depositing Money via PTT	%1 (Including BITT)	Depositing Money Through PTT Branches
Transfer money to another account	Free	Sending money from a Papara account to another account

Making a payment to another account	Cost Free	Making a payment from a Papara account to another account
Utility Bills and Other Payments	Free	Payment of utility bills or other payments listed in the payment menu, from your Papara account or with Debit Card, Credit Card or Other Cards that you will add to your Papara account
USD/EUR/GBP Purchasing	Free	Any foreign currency purchase transaction with Papara account balance
USD/EUR/GBP Selling	Cost Free	Any foreign currency selling transaction with Papara account balance

<p>Withdrawing Money by Transfer/EFT</p>	<p>Cost Free</p>	<p>Withdrawing money from a Papara account to another bank account</p>
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Receiving Payment (Commercial and/or Excessive Usage Fee)

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Up to 10 people under 25.000 TRY or foreign currency equivalent per month and up to 5 people under 25.000 TRY or foreign currency equivalent per month
Free of Charge

In the event that payments are received from 5 different persons in the same month over 25.000 TRY or its foreign currency equivalent in total or from 10 different persons regardless of the amount, a transaction fee of 3.4% (excluding BITT) will be charged to the user who receives payments in subsequent transactions within the same month.

Papara Card Transaction Fees

Transaction Type	Transaction Fee	Description
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Card Fee	Free of Charge Unless Otherwise Specified in the Card Application	<p>When you apply via Papara Mobile Apps or Website, your card will be delivered to your address Cost Free.</p> <p>The 5,00 TRY sales fee collected from Papara Card Points of Sale will be repaid to your account when you activate your card.</p>
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Card Usage Fee	Free	Papara Account, Account Usage Fee
Deposit and withdraw money from Akbank ATMs (using your Papara Card)	Free	You can withdraw or deposit money from your Papara account using your Papara Card at all Akbank ATMs in Turkey without paying any fees.
Deposit and Withdraw Money from Other ATMs (using your Papara Card)	1% of withdrawn or deposited amount + 1 TRY .	The transaction fee is charged to your Papara Account when you deposit and withdraw money using your Papara Card from ATMs of banks other than Akbank in

	.	Turkey. All taxes are included. .
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<p>Balance Check via Akbank ATMs</p> <p>.</p>	<p>Cost Free</p>	<p>You can check the balance of your Papara account at all Akbank ATMs in Turkey using your Papara Card without paying any fees.</p> <p>.</p> <p>.</p> <p>.</p>
<p>Balance Check via Other ATMs</p> <p>.</p>	<p>0.25 TRY (Including BITT)</p> <p>.</p>	<p>In Turkey, the transaction fee is charged to your Papara account for balance checks at ATMs of banks other than Akbank.</p> <p>.</p>

ATM Usage Fees Abroad	%1 (Including BITT) is applied as min 5 TRY .	When you want to withdraw money at bank ATMs all over the world, the transaction fee is charged to your Papara account. .
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Other Transactions	Fee Specified in Transaction Confirmation	For transactions not specified in this table, the transaction fee is specified during the transaction confirmation and confirmation is obtained for the fee.
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