

## Amendment of the Alipay Europe Consumer Wallet User Terms and Conditions

Dear Customer,

We would like to hereby inform you that we will introduce changes to the Alipay Europe Consumer Wallet User Terms and Conditions governing the use of your Alipay Wallet and the Alipay Wallet Services (the “**Terms and Conditions**”).

These changes are in summary the following:

- All references to the Alipay Payment Processing System, Alipay Global Connect and any related provisions have been removed (see Schedule 1, clauses 6.8, 7.1.3, 15.1, 17.10, 21.3, 21.4 and 21.5.1) as these are not relevant;
- We have clarified the services subject to the Terms and Conditions, as well as their scope of application (see clause 1.1);
- We have clarified that you must have an AliExpress account in order to open and maintain an Alipay Wallet (see clause 1.2);
- We have clarified the accepted payment instruments for transferring funds to your Alipay Wallet Balance, in particular, noting that such payment instruments must be in the same name as the name you use for the Alipay Wallet (see clause 5.2);
- We have updated the Privacy Notice’s hyperlink (see clause 8.2);
- We have updated the data transfer consent clause to remove Luxembourg and Spain and add the United States as country where third parties may be based (see clause 9.1);
- We have updated the reasons for termination of the Alipay Wallet Services to include the case of deletion or request for deletion of an AliExpress account (see clause 17);
- The timeframes for the execution of a Payment Request have been updated (see clause 20);
- The rules of the International Chamber of Commerce shall now apply to resolve arbitration, and which shall seat, or have legal place, in Paris, France (see clause 25.6.3);
- We have also made some other amendments throughout the Terms and Conditions (please refer to the enclosed new amended version of the Terms and Conditions).

The newly amended version of the Terms and Conditions containing the changes is enclosed herewith.

The new amended version of the Terms and Conditions will come into force on 1 February 2022 and will govern our business relationship from that date onwards.

In accordance with clause 18 of the Terms and Conditions, you will be deemed to have accepted those changes if you do not notify to us before the above mentioned proposed date of their entry into force, that you refuse to accept them.

In case you wish to refuse the proposed changes, you have to communicate your refusal via the “help centre” on the Platform Operator Website. Please note that if you refuse to accept the amended Terms and Conditions, we will no longer be in a position to provide the Alipay Wallet Services to you. A refusal will accordingly amount to a termination of the provision of the Alipay Wallet Services and your Alipay Wallet will be closed in accordance with clause 17 of the Terms and Conditions. This termination will occur without penalties or charges.

If you have any questions in relation to the proposed changes, please do not hesitate to contact us via the “help centre” on the Platform Operator Website.

Kind regards,

November 2021

Alipay (Europe) Limited S.A.