

Osper Service Terms

Introduction

This document explains your legal rights and obligations in relation to your use of the Osper Service (“Osper”), including use of the Osper App. Parents should read this document carefully with their children to ensure they understand how Osper works and how to use Osper safely.

For parents this document should be read in conjunction with the [Osper Cardholder Terms and Conditions](#).

Osper basics

Osper is a service which helps young people learn to manage money more responsibly.

How does Osper work?

Osper is a web and mobile app-based service for parents who wish to improve the money management skills of their children aged 8 and upwards. As part of Osper, parents and young people receive access to a powerful money management mobile app on Android and iOS (the Osper App) and receive an Osper Card (a prepaid debit card). A parent adds money to a young person’s Osper Card through the App which the young person can spend using their Card. Parents can join Osper on an annual basis.

How much does it cost to join Osper?

Osper believes in super-simple pricing.

Your Osper subscription fee will be communicated to you as part of the card activation process and you will need to agree to it to activate your card. The fee includes almost everything you need to use our service in accordance with our Fair Use policy so you don’t need to worry about extra charges. Please click [here](#) for details on all the benefits that are included within your subscription fee and for details of the Fair Use policy.

How do I get up and running with Osper and can I cancel Osper at any time?

In order to start using Osper you need to agree to the following documents:

- Osper Card Terms and Conditions: these set out the terms and conditions under which Osper's issuing bank, IDT Financial Services Limited, will provide you with the Osper Card; and
- Osper Service Terms (this document) which sets out the terms and conditions under which we will provide you with access to Osper via the Osper App.

You can login to your account on the Osper App once you have activated your Osper Card and either:

- the 14 day cancellation period set out below has expired; or
- you have decided to start using the Osper App before the end of the 14 day cancellation period and acknowledged you no longer have the right to cancel.

Unless you log in to the Osper App straight away, you have a right to cancel Osper for a period of 14 days from when you activate your Osper card. To cancel Osper, simply contact us using the contact details below.

Please note that if you cancel Osper then your contract for the Osper Card will also automatically end.

In addition to the 14 day cancellation period explained above, you are free to cancel your subscription to Osper at any time:

- 1) by emailing: help@osper.com
- 2) by calling the Osper Help team on 0203 322 9090

For cancellations after the 14 day cancellation period we ask for at least 3 working days before the start of a new billing cycle to action your request and prevent you from being charged for the next month or year. If an annual subscription fee has been paid, any wholly unused months will be refunded on a pro rata basis.

Please note there is a small admin charge for terminating the Osper service and cancelling your Osper Card (see "[How much does it cost to join Osper?](#)" above).

Once all pending transactions have cleared and fees settled, any remaining funds on the Osper Cards associated with the account will be refunded onto the debit card used to load the account.

What is an Osper Card?

The Osper Card is a prepaid debit card powered by MasterCard designed for young people to use with their parents' supervision. See [Osper Cardholder Terms and Conditions](#) for full details about the Osper Card.

How secure is an Osper Card from a fraud perspective?

For the safety of Osper users, we have built-in limits as default on all Osper Cards. Please note that **these limits apply to each Osper Parent account**, i.e. across all cards registered to the same parent. Please click here for the latest limits: www.osper.com/terms/card-limits.

In addition, Osper will conduct further fraud checks on the usage of your account. If suspicious activity is identified you will be notified and your account may be blocked for security.

Getting going

How do I get an Osper Card for my child/teenager?

Please go to osper.com/order to order an Osper Card.

How does my child activate their Osper Card?

When your child receives their card, we recommend that they make a note of the Osper account number for contacting the Osper Help team in case of future need, e.g. if they lose their card. Parents may also wish to keep a copy. You should then ensure they sign the back of the card straight-away.

You and your child should then follow the instructions provided with the Osper Card to activate the Osper Card together.

Once your application has been approved, you will receive a confirmation that you are ready to use the service.

During this process, Osper will conduct checks to verify your identity. Should these electronic checks fail, we may need to manually verify your identity using photo ID and proof of address. We will contact you immediately if this is the case.

What personal data do you store?

Osper values your data and your privacy. We need to securely store personal and non-personal information in order to operate our service effectively. For a detailed explanation of the personal information that we collect and the purposes for which we use it, please read our [Privacy Policy](#).

How do I load money onto an Osper Card?

During card activation, you will be required to add a UK registered debit card. This is the account which will provide funds to load your child's Osper Card. Osper does not store your card details on its servers. Instead Osper uses an encrypted token which can be used in place of sensitive card details to communicate with a payment service provider.

You can choose whether to setup an Allowance (a regular load of funds onto the card on a weekly or monthly basis) or add funds to your child's card on an ad hoc basis.

What happens if I make a mistake loading money onto an Osper Card?

If you make a mistake while loading money onto an Osper Card (e.g., you loaded too much) then please contact the Osper Help team. They will attempt to correct the mistake. However, please note, that if the cardholder has spent the money by the time the correction is attempted then it will not be possible to take back the funds. We will only be able to move funds back onto the debit card originally used to load the Osper Card due to Anti-Money Laundering guidelines.

How does my child retrieve the PIN for their Osper Card?

Your child can retrieve their PIN by logging into their Osper App and following the instructions in the PIN reminder feature. We recommend parents help their child to understand the importance of remembering their PIN and keeping it secret from other people. Young people will need this PIN to withdraw cash at cash machines and to spend money with their Osper Cards in stores using Chip and PIN machines.

Using my Osper Card

See [Osper Card Terms and Conditions](#) for full details on using an Osper Card.

Osper App

Once you've signed up to Osper, you can access the Osper App to manage your Osper accounts.

What does the Osper App do?

The Osper App allows young people to manage their Osper Card and parents to give them money and have visibility of their children's account activity. The App is slightly different for young people and parents.

Young people can use the App to view transactions, check the balance of their card, temporarily lock their card and perform other activities. Parents can view the accounts of each of their children, load money onto their children's cards, setup up weekly/monthly allowances and perform other activities. Features will continue to be added to the Osper App as Osper evolves.

Do parents need to use the Osper App?

We strongly recommend the Osper App is used by both parents and young people to get the best experience from the Osper service.

How do I get the Osper App?

Please follow the instructions in activating the card to get the Osper App.

My child doesn't have an iPhone or Android phone, can they still use Osper?

Yes. Many of the young people using our service do not have an iPhone or Android phone. They manage their accounts using the household iPad, Android tablet, iPod Touch or their parent's phone. Please visit this Osper FAQs [article](#) for more information.

Permission to download the Osper App

The person downloading the App must obtain permission from the owner of the device to download or stream a copy of the App onto the device. Please note that the device owner may be charged by their service provider for internet access when using the App on the device.

How can I keep the app secure?

Using the Osper App allows you and your child to manage your Osper account online.

You should try to keep your phone/tablet and PIN safe at all times, but there are some other steps you and your child can take to help protect yourselves from theft:

- Close the app when you're not using it. It will log you out anyway after a few seconds of inactivity, but better to be safe than sorry.
- Keep your PIN number safe, secret and if written down, it must be disguised and kept separate from your device and card. If you think someone has discovered your PIN you need to let us know immediately. You may be liable for losses or unauthorised transactions if your PIN or password has not been kept secret.

- Let us know if any of your account details change. And remember, we will never contact you asking for any security details.

App updates

From time to time updates to the Osper App may be issued through the Apple App store or Google Play. Depending on the update, you may not be able to use Osper until you have downloaded or streamed the latest version of the Osper App and accepted any new terms. You therefore need to ensure that you download updates as soon as possible so that you can continue to use Osper at all times.

Usage restrictions and ownership of the Osper App

Make sure you download the app from legitimate sources as advised in our activation process.

You are permitted to use the Osper App on your device in order to access and use the Osper.

You must not:

- copy the Osper App or alter it in any way
- make the Osper App available to anybody else without our consent
- use the Osper App in any unlawful manner or for any unlawful purpose
- use the Osper App for fraudulent or malicious acts, such as hacking the Osper App
- transmit any material that is defamatory, offensive or otherwise objectionable
- derive income from your use of the Osper App
- use the Osper App in a way that damages, disables, impairs or inhibits use for other people
- collect information or data from the Osper App and our systems to try to decipher transmissions to and from our servers.

We will take steps to recover any losses that we suffer from the above infringements and will cooperate with the relevant authorities to investigate and prevent unlawful activity.

If you use the Osper App in any way that is prohibited (as set out above), this could result in you being investigated and being suspended from using Osper.

Please note that all intellectual property rights in the Osper App belong to us or our licensors and you have no rights in, or to, the Osper App other than the right to use the Osper App in accordance with these terms.

Third party sites available through the Osper App

The Osper App may contain links to other independent third-party websites (**Third-party Sites**). Third-party Sites are not under our control, and we are not responsible for and do not endorse their content or their privacy policies (if any). You will need to make your own independent judgment regarding your interaction with any Third-party Sites, including the purchase and use of any products or services accessible through them.

What happens if things go wrong?

If there is a technical problem with the app or service, please contact the Osper Support team:

- 1) by emailing: help@osper.com
- 2) by calling the Osper Help team on 0203 322 9090

We are not liable for costs or losses that you incur as a result of delayed or limited access to Osper, if the App or your device stop working properly or from some other third party error. We also cannot take responsibility if our messages or notifications do not get through to you on time for operational or technical reasons.

If unauthorised transactions occur, please let us know and we will make every effort to recover the money and investigate the cause.

Osper offers

From time-to-time we may run promotional offers, the terms of which will be set out in the relevant communication.

Each promotion will automatically close at the end of the specified period, at which point no further participation will be possible. Where no period is specified the relevant promotion will end when it is removed from our webpage or from Osper App, or when we specifically notify you that the promotion is being terminated.

Promotions are open to those who accept and comply with the [Osper Cardholder Terms and Conditions](#) and the Fair Use policy (as well as any other requirements set out in the promotion communication).

We reserve the right to change the rules relating to promotions or withdraw a promotion at any time. We also reserve the right to terminate a promotion or revoke any benefits granted thereunder, if we believe a user is abusing the offer, or not complying with its terms.

Where applicable we will load any offer amounts onto Osper Cards as soon as reasonably practicable once promotion requirements are met, but in some instances delays may occur. If a delay does occur we will endeavour to load any offer amounts within 20 days.

Termination of Osper and access to the Osper App

We may terminate your access to Osper immediately by written notice to you (including by email):

- if you commit a material or persistent breach of these terms which you fail to remedy within 14 days after the service of written notice requiring you to do so; •
- if you breach any of the usage restrictions set out above; or
- if your cardholder agreement is terminated. On termination for any reason:
 - all rights granted to you under these terms shall cease;
 - you must immediately cease all activities authorised by these terms, including your use of any Osper and the Osper App;

- you must immediately delete or remove the Osper App from all devices, and immediately destroy all copies of the Osper App then in your possession, custody or control and certify to us that you have done so;
- if necessary, we may remotely access your device and remove the Osper App from the device and cease providing you with access to Osper.

Complaints procedure

How can I register a complaint with Osper?

Got a problem or suggestion to improve Osper? We appreciate feedback of all kinds (good and bad) and take complaints very seriously. Please see below for a variety of ways to contact the Osper team and details of the Osper complaints procedure.

By email: You can send us a message to complaints@osper.com.

By telephone: You can call a customer representative on 0203 322 9090 between 9am and 6pm.

By post: Send your query to Osper Complaints, 1st Floor, Interchange Atrium, Stables Market, Chalk Farm Road, Camden, NW1 8AH

What information will I need to provide if I complain?

The more information you can provide, the more easily we will be able to help you. •

Your contact details, including a daytime phone number

- Your 8 digit Osper **account number** (in the bottom left of the front of the card). Please do not provide your card number (the 16 digit number across the centre of the card)
- The nature of your complaint
- Any specific purchases, dates, locations that are relevant to the complaint
- Value of funds impacted (if relevant)
- If there is anything that can be done at this stage to resolve the issue

What happens behind the scenes after I complain?

1. The complaint is collected by one of our customer service representatives
2. A member of the Osper team will email you within one business day that your complaint is being actioned
3. Osper will try to resolve the issue within one week and if this is not possible, we will be in touch to explain why and what the next steps are
4. For more complex disputes, Osper will continue to keep you updated of progress at least weekly

What if I'm still not happy?

If we haven't resolved your problem in 8 weeks, or you are unhappy for some other reason, please write to our issuing bank:

IDT Financial Services Ltd
Attention: Customer Services
PO Box 1374
Gibraltar

If you remain unhappy after going through the IDT complaints procedure, please contact:

The Financial Services Commission
PO Box 940
Suite 3, Ground Floor
Atlantic Suites
Europort Avenue
Gibraltar

Or you can phone the Financial Services Commission on +350 200 40283, fax on +350 200 40282, email psdcomplaints@fsc.gi or visit their website on www.fsc.gi