

Company information
Campaign code _____

Name of company	Business ID
Postal address	Postal code and town

Contact person (Contact person is authorised, for example, to order and block cards. Contact person will be issued main user rights for S-Business Extranet.)

Name of contact person	
Telephone	Email

Information of the card to be ordered (For any subsequent cards, please enter the information on the next page.)

Cardholder information ^{*)}	Mobile phone number ^{**)}
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement ^{***)} <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

*) Enter name of cardholder or other specifying information (e.g. department, registration number, worksite, etc.) to be printed on the card. Max. 26 characters. Company name will be printed on the card automatically.

**) A query about optional freely selectable PIN code will be sent to the mobile number, if the card has been assigned to a person.

***) **GENERAL CARD:** S Group's range of products and services.

If needed, select one of the following purchasing entitlements: **ABC1:** Fuel, car accessories and car washes at ABC **ABC2:** Fuel at ABC **ABC3:** Car accessories and car washes at ABC **TERRA:** Products and services from Kodin Terra

Delivery information for cards and PIN codes

Cards and PIN codes (excl. the optional freely selectable PIN code) will be delivered to the mailing address of the company:

Directly to the cardholder To the contact person

Invoicing information

<input type="checkbox"/> EDI/Electronic invoice address	Operator	<input type="checkbox"/> Invoice to the company's address
<input type="checkbox"/> Invoice to third party (e.g. accounting firm), company name:	Invoicing address	
<input type="checkbox"/> Consolidated invoice (one invoice for all cards, itemised by card)	<input type="checkbox"/> Card-specific invoices	
Invoice identifier/Customer reference. This information will be printed as reference information for the invoice (e.g. invoice controller or profit centre, max. 15 characters):		

You can deactivate our company's current co-op invoice account, unit:

S-Business Extranet service

If user IDs are also needed for others than the contact person (e.g. an accountant), please contact our customer service at s-business@sok.fi.

Additional information**Signature**

If applying for cards for and on behalf of individual card holders, the company guarantees that it informs the data subjects in writing when applying for the cards of the fact that personal data is submitted to S-Business Oy and that the data will be processed as specified in S-Business' data protection policy. The company ensures that the data subjects are sufficiently informed about the transfer and processing of their personal data, and that there is a lawful basis for the transfer and processing of the personal data as provided by applicable data protection legislation. The company shall, upon request, provide evidence of the fact that it has a lawful basis for the transfer of the personal data and that it has identified and informed the data subjects.

I/We accept the general terms and conditions and data protection policy for S-Business card.

Place and date Official signature of the company and name in block letters

S-Business Oy's notes

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Name of company

Information of the card to be ordered 2

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 3

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 4

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 5

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 6

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 7

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 8

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 9

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

Information of the card to be ordered 10

Cardholder information *)	Mobile phone number **)
Email	Cardholder's native language <input type="checkbox"/> Finnish <input type="checkbox"/> Swedish
Desired monthly usage limit, €/month	Select purchasing entitlement***) <input type="checkbox"/> General card <input type="checkbox"/> ABC1 <input type="checkbox"/> ABC2 <input type="checkbox"/> ABC3 <input type="checkbox"/> Terra

General terms and conditions for S-Business Card

Definitions

These terms and conditions feature the following definitions:

Account is an account issued by S-Business Oy to which one or more S-Business Cards can be connected;

Account Holder is a company or organisation, who the S-Business Card has been issued to;

Agreement is an agreement between the Account Holder and S-Business Oy, constituted by the current version of these General terms of the S-Business Card and the Account Holder application approved by S-Business Oy;

Card is an S-Business Card designated to an individual person or a Card designated to a group of persons that can be used by several persons;

Card Holder is a designated employee of a company or organisation who the Account Holder is applying an S-Business Card for;

Mobile Payment is a payment (e.g. ABC mobile refuelling) carried out on a mobile device (e.g. mobile phone);

On-line Check-out refers to the electronic check-out for hotel customers, who are S-Card holders;

Online Payment is a payment remitted electronically through an online service, e.g. S Group's online food store and hotel check-out service;

Privacy Statement is a statutory statement including, for example, information on the controller, the purpose of processing the personal data of the Card Holder, and information on how data is regularly disclosed. The Privacy Statement also describes the data subject's right to inspect registered data, the right to demand the rectification of incorrect data and the right to oppose the use of data for direct marketing purposes;

Usage Limit is the defined upper limit defined for the S-Business Account Holder and Card, within which the Card can be used.

Granting the Account and the Card

The Card application approved by S-Business Oy and applicable terms and conditions constitute the agreement between the Account Holder and S-Business Oy. By signing the application, the Account Holder confirms that the information given by it in the application is accurate and correct, and undertakes to comply with the applicable Card terms and conditions. In addition, the Account Holder's signature indicates consent for S-Business Oy to obtain the Account Holder's credit details and any other information relevant to the customer relationship.

S-Business Oy issues the Card and Account to the Account Holder. The Card is issued to a designated Card Holder or for common use for several persons.

Approval of application

Once S-Business Oy has approved a Card application, it delivers the Cards and related PIN codes to the Card Holder or the Card Holder's contact person specified in the application. The Cards are valid until the expiry date specified on the Cards. S-Business Oy will renew the Cards before their expiry date, provided that the Cards have not been used contrary to the Agreement. S-Business Oy has the right to replace any Card with a new Card should it decide to introduce new Cards.

Usage Limit

S-Business Oy will issue a maximum Usage Limit for all Account Holders and Cards. The Card can be used within the relevant Usage Limit. S-Business Oy is entitled to change the maximum Usage Limit issued for Account Holders and Cards. Maximum Usage Limits can also be changed upon written request of an Account Holder; such requests may be sent by email to s-business@sok.fi.

Card use

The Account Holder is responsible for the use and secure storage of all the Cards issued to it. The Card entitles Card Holders to make purchases in nearly all of S Group's business outlets and locations in Finland. A Card issued to a designated Card Holder may only be used by the person to whom the Card was issued. Cards can also be individualised by other information specified by the Account Holder. The Account Holder is responsible for ensuring that the Cards are only used by those entitled to use them. The Account Holder is responsible for ensuring that all of its Cards are used according to these terms and conditions and is committed to remitting payment for all Card purchases to S-Business Oy.

The amount of Card purchases will be verified. The Card Holders accept purchases for invoicing by entering their PIN code, using a mobile or online

payment, providing the seller with Card-related certificates or by signing the purchase receipt.

Ownership of the purchased products or services remains with S-Business Oy until the product or service has been paid for in full.

The Account Holder is obligated to pay for any Card fees resulting from using the Card in accordance with the applicable service price list, as well as interest on any delayed payments. The current service price list is available on the S-Business website at www.s-business.fi.

Purchasing rights of the Cards:

GENERAL CARD: S Group's range of products and services

ABC1: Fuel, vehicle accessories and car wash at ABC service stations

ABC2: Fuel at ABC service stations

ABC3: Vehicle accessories and car wash at ABC service stations

TERRA: Products and services from Kodin Terra

Furthermore, cards with ABC purchasing entitlements (not including ABC2) can be used for purchasing vehicle accessories (e.g. windscreen liquid) available at S Group supermarkets.

Account Holder's liability

The Account Holder is responsible for all purchases made with the Card, regardless of who uses the Card or the Online / Mobile Payment. The Cards and the PIN codes must be kept separate. Should Card details or the PIN code fall into the hands of a third party or be stolen together with the Card, the Account Holder will also be held liable for any unauthorised use of the Card. Loss of the Card or the falling of any Card details or the PIN code into the hands of a third party must be reported to S-Business Oy immediately by calling +358 (0)20 333 (24 h). The Account Holder's liability for unauthorised use of the Card ends when the Card has been duly reported lost or stolen, provided that the PIN code has not been lost or fallen into the hands of an outsider together with the Card.

If the Account Holder is using Mobile Payment or a similar service and the related terminal (e.g. mobile phone) is lost, the Account Holder or Card Holder must immediately block the Card by calling the number provided above.

The Account Holder is responsible for ensuring that a jointly used Card is removed from use (e.g. Mobile Payments) by those persons who no longer work for the company. The Account Holder is responsible for all Mobile Payments and Card payments if Mobile Payments are used by a person who is not authorised to use them. The Account Holder is responsible for informing S-Business Oy immediately if the information of any Card Holders change, or if any designated Card Holder is no longer eligible to use the Card.

Cards delivered to replace lost or stolen Cards are subject to the fee specified in the applicable service price list. Those who find a lost Card will receive a finder's fee from S-Business Oy. The fee is specified in the applicable service price list and will be charged from the Account Holder.

If someone attempts to use a cancelled or closed Card in breach of the terms and conditions of the Agreement, the business outlet or location where the Card is presented is entitled to retain the Card and not return it to the customer. S-Business Oy is entitled to charge from the Account Holder the fee specified in the applicable price list for such action.

Distance sales

Distance sales mean that the beneficiary receives Card details without the physical presence of the Card Holder or Card (e.g. online shops, telesales or electronic hotel check-out charges). The use of the PIN code or a signature is not required in distance sales. Instead, Card certificates (number and validity period) are transferred to the payment recipient. Card transactions related to distance sales are binding on the Account Holder.

S-Business Oy has the right, without the Card Holder's PIN code or signature, to subsequently charge from the Card any phone, minibar and real expenses left unpaid at S Group hotels as well as any other expenses caused by the Card Holder. Furthermore, S-Business Oy has the right to charge fees for any hotel bookings made with the Card that have not been cancelled (No-show charge).

Invoicing

S-Business Oy will invoice the purchases made on the Account at least once a month based on the information on purchases submitted to S-Business Oy before the invoice run. Invoices will fall due on the due date indicated on the invoice. The Account Holder is responsible for the payment of an invoice by its due date as of the moment when S-Business Oy has delivered the invoice according to the invoicing details provided by the Account Holder.

The Account Holder is obligated to pay interest on delayed payments as stated in the invoice, as well as any expenses arising from possible reminders. S-Business Oy has the right to impose a prohibition of purchase on the Card/Cards if an invoice has not been paid by its due date. If payment is delayed by at least one month and still remains to be made, or if the Account Holder has provided

S-Business Oy with misleading information that may have affected the granting of the Cards, or if the Account Holder has breached the Agreement, S-Business Oy is entitled to make all the remaining receivables, with interest and fees, payable by the Account Holder in four (4) weeks, or if the Account Holder has previously been reminded of a delay in paying the receivables, in two (2) weeks from when the notification of the payment falling due was sent to the Account Holder if the delayed sum still remains to be paid at that time.

Upon S-Business Oy's request, the receivables will fall due for immediate payment if the Account Holder is declared bankrupt or placed in liquidation or reorganisation.

S-Business Oy is not responsible for data transmission between the Account Holder's operator and the Account Holder, nor for any damage or loss caused by problems therein. The Account Holder is obligated to inform S-Business Oy in writing of any changes to the Account Holder's invoicing details 30 days prior to the date on which such changes take effect. The address is S-Business Oy, Info: ASPA, Tunnus 5019095, 00003 VASTAUSLÄHETYS (freepost: postage is paid by the recipient), or by email: s-business@sok.fi. Online invoicing takes effect once the transmission details have been entered into the systems of S-Business Oy – however, at the earliest once the routing of the Account Holder's operator is completed. S-Business Oy reserves itself a reasonable amount of time to process the transmission data.

Any complaints pertaining to invoices must be made within seven (7) days of receiving the invoice, by calling S-Business Oy's Customer Service +358 10 76 80820, by mail to the address S-Business Oy, Info: ASPA, Tunnus 5019095, 00003 VASTAUSLÄHETYS (freepost: postage is paid by the recipient), or by email: s-business@sok.fi. S-Business Oy is entitled to charge service fees for any clarification work and services carried out upon request of the Account Holder in accordance with the applicable service price list. Applicable service fees are available online at www.s-business.fi.

S-Business Extranet service

By signing the application, the Account Holder enters into an agreement on using the S-Business Extranet service. It means that the contact person specified in the application is entitled to, for example, order Cards through the service. Upon signing the application, the Account Holder gives its consent for S-Business Oy to disclose information regarding the Account Holder's Cards and Card transactions to companies that are higher in the hierarchy of the same group or corporate group structure under the S-Business Extranet service agreement, or to third parties specified by the companies in writing.

Contact details

The Account Holder must immediately inform S-Business Oy in writing of any changes to the Account Holder's address, contact person(s) and/or user rights related to the S-Business Extranet service. The address is S-Business Oy, Info: ASPA, Tunnus 5019095, 00003 VASTAUSLÄHETYS (freepost) (in which case postage is paid by the recipient), or email: s-business@sok.fi. The Account Holder must notify S-Business Oy in writing of any changes to the Account Holder's company name, company form and business ID. Such notification must be accompanied by a copy of the Account Holder's trade register extract. Any costs to S-Business Oy arising from the Account Holder's neglect of sending such notification will be invoiced from the Account Holder. The Account Holder is considered to have become aware of any notification sent by S-Business Oy to the Account Holder when the notification has been sent in writing to the address indicated in the Account Holder's Card application or any new address of which the Account Holder has informed S-Business Oy.

Termination or cancellation of Agreement

The Agreement is valid until further notice. The Account Holder may terminate the Agreement or any individual Card by giving one (1) month's notice of termination in writing to S-Business Oy and cutting the Card(s) in half. S-Business Oy may terminate the Agreement by giving one (1) month's notice of termination. S-Business Oy may furthermore terminate the Agreement with immediate effect in the event that the Account Holder defaults on its payments or is in material breach of the Agreement, or if there is a substantially higher risk of the Account Holder being unable to pay.

If the Account has not been used during the past twelve (12) months, S-Business Oy has the right to close the Account and all Cards related to the Account with immediate effect. The right to use the Card/Cards ends upon Agreement termination. The Account Holder is to dispose of the Cards by cutting them in half, for example. Any remaining debt of the Account Holder will fall due in accordance with the applicable contractual terms and conditions.

S-Business Oy is entitled to charge cancellation or termination costs according to the applicable service price list.

Product liability and complaints

Any complaints pertaining to defects or faults in products or services purchased with a Card from a business location of S Group must be made within 14 days. The complaint shall primarily be addressed to the S Group outlet that sold the product or service. Customers are requested to present the Card invoice or S-Business Extranet printout of the purchase or service in question in connection

with the complaint. S-Business Oy is responsible for ensuring that the discount or refund (if any) is displayed on the invoice.

Personal data and data protection

S-Business Oy processes personal data in accordance with applicable data protection legislation, these terms and conditions and the aforementioned Privacy Statement and in all other respects ensures that privacy is protected when processing personal data. S-Business Oy may use the Card Holder's or contact person's personal data in its service production, customer communications and when marketing new products related to the service in line with its Privacy Statement. S-Business may only disclose personal data to a third party in accordance with applicable legislation and the Privacy Statement. For the current Privacy Statement, please go to: www.s-business.fi.

If an Account Holder orders a Card on behalf of the Card Holder, the Account Holder must submit to S-Business Oy certain Card Holder-related personal data (Card Holder name, email, mobile phone number, native language, desired card Usage Limit, any purchasing right limitations). The aforementioned personal data is necessary for S-Business Oy to be able to provide services to the Account Holder in accordance with these terms and conditions. If the Account Holder has filled out the Card application on the behalf of the Card Holder, the Account Holder is responsible for informing the Card Holder in writing of the disclosure of the data to S-Business Oy's customer register and the processing of the data in accordance with the Privacy Statement of S-Business Oy's customer register. Upon request, the Account Holder shall prove that it is entitled to disclose the personal data submitted in the application to S-Business Oy.

Other terms and conditions

S-Business Oy is not liable for damage arising from the misuse or erroneous use of a Card or Card details, or from using the Card in violation of these terms and conditions, or the instructions provided by S-Business Oy, or in the event that the Card could not be used due to, for example, a data communication error, interruption or another disturbance. S-Business Oy is not liable for any indirect damage, such as loss of profit, incurred by the Account Holder, or for a Card Holder not being able to use the Card in the desired way.

S-Business Oy is not liable for discount errors attributable to technical malfunctions. In the event of any possible discount errors, the Account Holder may request the matter to be corrected by sending an e-mail to the S-Business Customer Service: s-business@sok.fi.

S-Business Oy is not liable for the reference information provided by the Card Holder. The reference information is provided on the invoice if the Card Holder provides the information before the invoice is issued by S-Business Oy. S-Business Oy is not liable for errors or defects in the reference information that arise from technical malfunctions or similar reasons.

The Account Holder is not entitled to transfer the Agreement or any part thereof to any third party without prior written consent of S-Business Oy. S-Business Oy has the right to transfer the Agreement, including any and all of its rights and obligations, to a third party without hearing the Account Holder. Customer details (such as customer purchase data) can be used for internal reporting within the S Group and S-Business Oy can transfer such customer details to the cooperatives within the S Group e.g. for the purposes of customer service and for the development of the services.

S-Business Oy has the right to amend these terms and conditions and its price list by informing the Account Holders of such changes directly or via its website (www.s-business.fi) no less than one month prior to the amendment taking effect. Should the Account Holder find the amendment unacceptable, the Account Holder has the right to terminate the Agreement with immediate effect.

The Card provides customers with sector-specific discounts. Further information on such discounts is available at www.s-business.fi. S-Business Oy is entitled to change the discount levels it has granted.

Bonuses or payment method discounts intended for co-op members are not granted for purchases made using the Card.

Exceptions concerning receipts

If a Card Holder transfers a restaurant bill to a hotel bill, the details of the purchase transactions are not transferred to the Card invoice in full. The VAT deductibility of a Card invoice requires the Card Holder to keep the receipt and attach it to the invoice.

Regarding agency and commission sales (such as movie tickets), the VAT deductibility of a Card invoice requires the Card Holder to keep the relevant receipt (such as the ticket) containing the VAT details and attach it to the invoice.

Any disputes arising from the Agreement shall be settled either in the district court of the Account Holder's registered place of business or in the District Court of Helsinki. These terms and conditions have been prepared in Finnish and translated into other languages. If there are any conflicts between different language versions, the Finnish version of these terms and conditions will take precedence.

The Agreement is governed by the laws of Finland.