



# General Terms and Conditions

*Last updated: 24 March 2025*

Verse has officially closed. The app is no longer accessible. We recommend checking our FAQs and carefully reviewing our Terms & Conditions for any remaining questions or concerns.

Verse has been rebranded to EtaPay and the Company has been renamed to UAB "Etapay", therefore these Terms and Conditions refer to us as "EtaPay".

These General Conditions of Access and Use (hereinafter, the "Conditions") govern the access and the use of the services provided by UAB "Etapay" (hereinafter, "**EtaPay**") to its users (hereinafter individually, the "User") and customers (hereinafter individually, the "Customer"). These Conditions constitute a legal agreement between **EtaPay** and the User or Customer regarding the maintenance of their IBAN accounts and remaining services.

## 1. Parties

### 1.1. Service Provider

The company that provides the services governed by these Conditions is UAB "Etapay", a company incorporated in the Republic of Lithuania with company number 304932396, and whose registered office is located at S. Moniuškos g. 27-4, LT-08115 Vilnius, Republic of Lithuania.

EtaPay is an electronic money institution authorized and supervised by the Bank of Lithuania under the Law on Electronic Money and Electronic Money Institutions of the Republic of Lithuania (authorization code: LB001874).

Detailed information about EtaPay and its services may be found in the public list of payment services providers administered by the Bank of Lithuania, which can be accessed through the following link: [Bank of Lithuania Financial Participants](#).

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The Bank of Lithuania is the financial supervisory authority of the Republic of Lithuania, with an address at Gedimino pr. 6, Vilnius, the Republic of Lithuania. More information on the Bank of Lithuania can be obtained at its website:



<https://www.lb.lt/lt>, and the Bank of Lithuania can be contacted at the telephone number +370800 50500.

EtaPay safeguards the funds received for the execution of the payment operations, keeping them in a separate bank account within a credit institution and separating them from its own funds.

## **1.2. User or Customer**

### **1.2.1. User**

For the purposes of these Conditions, the term "**User**" shall have the following meaning:

- A natural person who (i) is resident in an EU/EEA country, (ii) previously used the Verse App, and (iii) maintains an IBAN account with EtaPay solely for fund withdrawal purposes.
- The User is no longer able to access the Verse App or initiate any new transactions, payments, or transfers.
- The User must verify their identity with EtaPay upon request to proceed with any withdrawal of funds.

### **1.2.2. Customer**

For the purposes of these Conditions, "**Customer**" shall have the following meaning:

- A natural person or legal entity who (i) is resident in an EU/EEA country, (ii) previously used the Verse App, and (iii) maintains an IBAN account with EtaPay.
- The Customer must undergo a mandatory identity verification process to access any remaining funds.
- The Customer may be subject to Enhanced Due Diligence (EDD) procedures, in compliance with regulatory requirements.
- Legal entities that were previously customers of Verse must provide updated business documentation and ownership details before accessing funds.

Customers are no longer able to:

- Initiate new payments, transfers, or transactions.
- Access or utilize payment cards issued under the former Verse brand.
- Receive or send money via the former Verse platform.



All services are limited to **IBAN account maintenance and withdrawal of remaining balances** under the conditions stated in this agreement.

## 2. Services description and Account types

### 2.1 Services Description

EtaPay provides Users and Customers with the following limited services, focused on account maintenance and fund withdrawals:

- **IBAN Account Maintenance:** EtaPay allows Users and Customers to retain their existing IBAN accounts solely for balance holding and withdrawal purposes.
- **Fund Withdrawals:** Customers with remaining balances may request withdrawals to a SEPA IBAN account upon identity verification.
- **Identity Verification and Compliance:** Customers must verify their identity as part of the compliance process before accessing funds.
- **Enhanced Due Diligence (EDD) Procedures:** Certain Customers may be required to undergo additional due diligence reviews in compliance with regulatory requirements.

#### Discontinued Services:

EtaPay no longer provides payment services, social features, or other financial services previously offered under the Verse brand, including but not limited to:

- **Payments and Transfers:** Users can no longer send or receive money via EtaPay.
- **Verse Card Services:** No ATM withdrawals, debit card transactions, or virtual card services are available.
- **Recurring Payments, Direct Debits, and Auto Top-ups:** These services are no longer supported.
- **Social Features (Groups, Social Feed, Events, Rewards Program, etc.):** All former social functionalities are discontinued.

### 2.2 Account Types

EtaPay maintains the following account types, strictly for the purpose of balance holding and withdrawals:

- **Personal IBAN Account:** Customers who previously had Verse payment accounts retain their IBAN solely for fund withdrawals. These accounts do not allow transactions, payments, or any other financial services.



- **Business IBAN Account:** Business customers with former Verse accounts must undergo identity verification and submit updated business documentation to access their remaining balances.

For clarity, no new accounts can be opened under EtaPay, and no financial transactions beyond withdrawals will be processed. All Customers must comply with the necessary verification and compliance checks before accessing their funds.

### **3. EtaPay's Operation**

#### **3.1. Common Requirements for Users and Customers**

To benefit from the services provided by EtaPay, Users and Customers must comply with the following requirements:

- Be at least 18 years of age.
- Possess a valid IBAN account previously registered under Verse.
- Verify their identity upon request to meet compliance and regulatory requirements.
- Provide a valid SEPA IBAN for fund withdrawals.
- Not have another active account with EtaPay.

#### **3.2. Customer Verification Process**

During the verification process, Users and Customers must provide any information requested by EtaPay to comply with AML/CFT regulations and identity verification requirements.

The identity verification process will be organized via the Customer's registered email address and carried out through a third-party service provider.

Customers will be allowed to withdraw their funds only upon successful completion of identity verification checks and compliance review.

Users and Customers guarantee that the personal data provided to EtaPay is truthful, complete, and accurate. Customers must notify EtaPay of any updates to their information and will be responsible for any inaccuracies.

EtaPay reserves the right to refuse to register a new Customer or terminate an account without providing specific reasons. However, refusal will always be based on compliance and regulatory factors.



### **3.3. Identification Credentials**

The registered **IBAN account** will serve as the primary identification credential for Users and Customers.

Users and Customers may only hold **one account** under EtaPay.

### **3.4. Account Profile**

Each Customer retains a personal account profile linked to their IBAN account. The profile includes the Customer's full name, IBAN, compliance status and other personal data subject to be collected as per the applicable laws in Lithuania,.

Unlike the former Verse App, EtaPay no longer supports social or interactive features such as search engines or user discoverability.

Customers must complete identity verification before accessing any services, including withdrawals.

## **4. Verse App Functionality (Discontinued Services)**

The following services were previously available via the Verse App but are no longer accessible under EtaPay. Customers can no longer initiate transactions, receive payments, or access former financial and social services. These descriptions serve informational purposes only and outline functionalities that are no longer provided.

### **4.1. Making Peer-to-Peer Payments**

Previously, Customers were able to make payments to (i) Customer Personal Accounts or Customer Business Accounts of other Customers, and (ii) individuals or legal entities who were not Customers of the Verse App. Transactions could be conducted via a linked debit/credit card, bank transfer, or in-app balance transfers. These functionalities are no longer available under EtaPay. Customers cannot send or receive payments, and all previous payment methods, including Apple Pay, Google Pay, and SEPA transfers, have been disabled.

### **4.2. Receiving and Sending Money**

#### **4.2.1 Receiving Money**



Previously, Customers could request and receive money from both registered and unregistered users of the Verse App. Requests could be sent via mobile contacts, and payments were automatically credited to the recipient's account.

This service is no longer available. Customers cannot request, receive, or send money through EtaPay.

#### **4.2.2 Sending Money**

Formerly, Customers could initiate payments to third-party bank accounts using their IBAN. Transactions could be processed in multiple currencies, including EUR, SEK, NOK, CZK, HUF, DKK, PLN, RON, and BGN. Instant SEPA payments were also supported.

This functionality has been discontinued. Customers cannot initiate outgoing payments or transfers from their EtaPay accounts.

#### **4.3. VerseCard (Discontinued)**

Previously, Customers could apply for and use the Verse MasterCard Debit Card ("VerseCard") for payments and ATM withdrawals. The card was linked to the Customer's account balance.

The VerseCard service is no longer supported. Customers cannot apply for new cards, use existing cards, or withdraw cash via ATMs.

#### **4.4. Cash Withdrawals**

Previously, Customers could withdraw e-money balances from their accounts as cash via ATM networks.

Cash withdrawals are no longer supported. Customers must request a bank transfer to a SEPA IBAN for any remaining balance withdrawals.

#### **4.5. E-Money Wallets**

Customers previously had the ability to create and manage multiple e-money wallets within their accounts, allowing them to set different balances for various purposes and automate transfers.

This functionality is no longer available. All balances are held in a single IBAN account without separate wallets or automated fund movements.



#### **4.6. SEPA Direct Debits (Discontinued)**

Previously, Customers could authorize payees to collect payments directly from their Verse accounts via SEPA direct debit agreements. This service allowed automatic recurring transactions based on pre-approved mandates.

EtaPay no longer supports SEPA direct debit agreements. Customers cannot authorize direct debit payments from their accounts.

#### **4.7. Recurring Payments (Discontinued)**

Customers previously had the option to schedule automatic recurring payments for bills, subscriptions, or transfers to other Customers on a daily, weekly, or monthly basis.

Recurring payment services are no longer available under EtaPay. Customers cannot schedule automated transactions.

#### **4.8. Automatic Top-Ups (Discontinued)**

Customers previously had the option to automatically top up their Verse accounts when balances fell below a specified threshold. Linked credit/debit cards were used to fund these top-ups.

Automatic top-ups are no longer available. Customers must manually request withdrawals of their existing funds to a SEPA IBAN account.

#### **4.9. Events Feature (Discontinued)**

Previously, Customers could create and manage events through the Verse App, allowing participants to pay for event tickets through the platform. Basic and Unlimited events were supported with ticket price and participant limitations.

EtaPay no longer provides event creation, management, or ticket payment services.

#### **4.10. Rewards Program (Discontinued)**

Customers previously participated in the Verse Cashback Rewards program, receiving cashback on purchases made with their VerseCard at selected merchants. The rewards program has been discontinued. Customers no longer earn cashback on purchases.



#### **4.11. Consulting Statements and Transaction History**

Previously, Customers had access to their transaction history and payment activity through the Verse App. They could review statements and report discrepancies via email or phone support.

Transaction history and statements are no longer accessible via the Verse App. Customers can request their account balance and remaining funds via EtaPay's official communication channels.

### **5. Payment Transactions Framework (Discontinued Services)**

The following payment transaction functionalities were previously available under the Verse App but are no longer accessible under EtaPay. These descriptions serve informational purposes only and outline services that are no longer provided.

#### **5.1. Payment Order Consent and Authorization**

Previously, Customers could authorize and execute payment transactions by filling in a payment order via the Verse App, confirming it with a PIN, fingerprint, or Face ID, and submitting it for execution. Authorized payment orders were considered received immediately and could not be canceled once submitted.

This functionality is no longer available. Customers cannot initiate, authorize, or execute payment transactions via EtaPay.

#### **5.2. Irrevocability and Cancellation of a Payment Operation**

Previously, once a payment order was received by Verse, it was irrevocable. Customers bore sole responsibility for ensuring payment details were correct, as Verse did not assume liability for errors, discrepancies, or deficiencies in the payment order.

Under EtaPay, payment transactions cannot be initiated, and no payment orders can be canceled.

#### **5.3. Rejection of Payment Orders**

Previously, Verse reserved the right to reject payment orders in cases such as insufficient account funds, lack of required documentation, or compliance concerns.



Since EtaPay does not process transactions, no payment orders can be rejected or blocked. Customers may only request withdrawals of their remaining balance.

#### **5.4. Payment Operation Maximum Execution Period and Value Date**

Previously, payment transactions within the Verse App were executed immediately or within one business day for standard SEPA payments. The value date of transactions was determined based on the date of receipt of the payment order.

EtaPay does not process or execute payment operations. Customers may only request withdrawals to a SEPA IBAN, which will be processed within the timeframe specified in these Terms and Conditions.

#### **5.5. Limits**

Previously, Verse established various transaction limits, including annual payment limits and customizable limits for VerseCard usage.

EtaPay does not impose transaction limits, as no payment transactions are supported. Customers may only request balance withdrawals, which remain subject to compliance verification procedures.

### **6. Fees and Commissions**

The EtaPay service is free to access for Customers wishing to withdraw their remaining balance. However, certain fees apply to inactive accounts, withdrawal-related services, and currency conversion.

#### **6.1. Inactivity Fee**

EtaPay applies a monthly inactivity fee of €3 to Customer accounts that remain inactive for three consecutive months. A Customer account is deemed inactive if no withdrawal requests or identity verification actions have been completed within this period. This fee will continue to apply until the Customer initiates the withdrawal process.

The inactivity fee will never result in a negative balance.

#### **6.2. Safekeeping Fee**



If a Customer has been notified of account closure but has not provided a valid IBAN within the SEPA zone or has not completed mandatory identity verification within 7 days, a safekeeping fee will be charged as follows:

- From the 8th day after notification, a fee of 0.475% of the account balance on account closing notification date, but no less than €5 per day, will be applied until the necessary information is provided.
- Once the Customer fulfills all withdrawal requirements, the remaining balance will be transferred within 10 business days.

### **6.3. Enhanced Ongoing Due Diligence (EODD) Fees**

Certain high-risk Customers subject to enhanced due diligence procedures will be charged an annual EODD fee:

- €500 for accounts blocked due to illegal activity.

The Enhanced Ongoing Due Diligence (EODD) fee shall be applied on an annual basis to Customers whose accounts have been blocked for over 365 days due to non-compliance and who have failed to provide the necessary information to unblock their accounts. Customers will be promptly notified via email upon the charge being processed.

### **6.4. Account balance Withdrawal Fee**

All customers who request a withdrawal of their account balance and meet the eligibility criteria for such a transaction will be subject to a one-time withdrawal fee of 1 EUR per transaction. This fee will be automatically deducted from the withdrawn amount before processing the transaction.

### **6.5. Currency Exchange Fees**



If a Customer holds a balance in a currency other than EUR, EtaPay will convert the funds into EUR before processing the withdrawal to a SEPA zone IBAN. The applicable conversion fees are:

- The exchange rate will be calculated based on the currency sale or purchase rates, as applicable, by European Central Bank (ECB) on the date of the transaction, unless otherwise specified.
- A 3% commission will be applied to the exchange rate for currency conversion transactions.

## **6.5. Other Fees**

EtaPay does not support deposits, card services, or any other payment-related functionalities. Customers are responsible for any third-party banking fees applied by their financial institution for receiving funds via SEPA transfer.

## **7. Safety Measures**

### **7.1. Prevention of Unauthorized Access and Reporting**

Users and Customers must always take precautions to protect their account information and prevent unauthorized access. This includes but is not limited to:

- Keeping their registered email address secure, as it will be used for identity verification.
- Ensuring that their personalized security credentials remain confidential.
- Protecting their smartphone or computer from unauthorized use, malware, or hacking attempts.
- Never sharing login credentials or account-related details with third parties.

Customers must immediately notify EtaPay in case of any suspected unauthorized access or security breach by contacting:

- Email: [hello@eta-pay.com](mailto:hello@eta-pay.com) When reporting a security breach, Customers must

provide all known details related to the unauthorized access, including any relevant information to assist in the investigation. Customers must also take all reasonable security measures as recommended by EtaPay to prevent further unauthorized activity.



## **7.2. Account Blocking and Incident Response**

EtaPay reserves the right to block a Customer's account in the following cases:

- Suspicion of fraud or security threats related to the Customer's account or access credentials.
- Violation of these Terms and Conditions, including failure to complete identity verification.
- Orders from regulatory authorities or law enforcement agencies.
- Failure to provide requested documentation as part of compliance and verification procedures.

If EtaPay blocks an account, the Customer will be notified via email or another secure communication channel. If applicable, EtaPay will inform the Customer of the steps required to restore access to their account.

Accounts may remain blocked until security concerns are resolved and the Customer completes the required security or compliance procedures.

## **7.3. Customer's Responsibilities Regarding Unauthorized or Incorrect Transactions**

Since EtaPay no longer processes payments, unauthorized transactions should not occur. However, Customers must review their account balance and withdrawal history regularly and immediately report any discrepancies.

If a Customer identifies an issue with their withdrawal or balance, they must notify EtaPay within 5 business days of discovering the issue and no later than 60 calendar days from the date of the transaction.

EtaPay will investigate all reported issues and, if applicable, provide a response within a reasonable timeframe. Customers failing to report discrepancies within the specified timeframe may forfeit their right to dispute the transaction.

If a Customer requests confirmation of an unauthorized activity report, EtaPay will provide confirmation of receipt via email upon request.

# **8. Obligations and Liabilities**

## **8.1. Liability for Unauthorized Use and Security Breaches**



EtaPay does not process payments or card transactions; therefore, unauthorized payment transactions should not occur. However, Customers are responsible for securing their account and identity verification details to prevent unauthorized access.

Customers must take all necessary precautions to protect their email credentials, account information, and identity verification details to prevent unauthorized access. If any unauthorized access or suspected fraudulent activity is detected, the Customer must notify EtaPay immediately via email at **hello@eta-pay.com**.

EtaPay is not responsible for unauthorized withdrawals if the Customer fails to safeguard their security credentials. If fraudulent access to an account occurs due to the Customer's negligence, the Customer assumes full liability for any financial consequences resulting from the breach.

## **8.2. Customer's Obligations and Liabilities**

Customers are obligated to:

- Ensure that all provided information is accurate and up to date.
- Complete identity verification when requested.
- Provide a valid SEPA IBAN for withdrawal of funds.
- Adhere to all compliance and AML regulations as required by law.
- Not attempt to use EtaPay for any prohibited activities, including fraud or money laundering.
- Not hold multiple accounts with EtaPay unless authorized.
- Not share security credentials with third parties or attempt to access another person's account.

Customers are responsible for any legal consequences arising from violating these terms and must reimburse EtaPay for any penalties, damages, or regulatory fines incurred due to their actions.

## **8.3. EtaPay's Rights and Obligations Regarding Account Closure**

EtaPay reserves the right to immediately suspend a Customer's account under the following circumstances:

- Safeguarding Customer Funds: EtaPay ensures that all funds held in Customer accounts are securely safeguarded in accordance with applicable laws and regulations.



- Maintaining IBANs for Customers: Customers will retain access to their IBAN accounts for as long as they have a balance available for withdrawal.
- Providing Secure Withdrawal Services: EtaPay will facilitate the withdrawal of funds upon successful completion of identity verification and compliance checks.
- Ensuring Compliance with Regulatory Requirements: EtaPay will comply with AML/CFT regulations, financial supervision rules, and other applicable legal requirements imposed by the Bank of Lithuania and other relevant authorities.
- Processing Customer Requests in a Timely Manner: EtaPay will process withdrawal requests and account closure procedures within the legally required timeframes, provided that the Customer has met all verification and compliance requirements.
- Notifying Customers of Policy Changes: EtaPay will provide prior notice of significant changes to these Conditions where required by law.

EtaPay reserves the right to take necessary actions to ensure compliance with its legal and regulatory obligations. These include:

- Immediate Account Closure for Non-Compliance: EtaPay may immediately close an account if the Customer:
  - Fails to complete identity verification within the required timeframe.
  - Engages in fraudulent or illegal activities.
  - Fails to provide a valid SEPA IBAN for fund withdrawal within 7 days of receiving a closure notice.
  - Remains inactive for 365 days or more.
- Freezing of Accounts Subject to Investigation: If an account is suspected of being involved in illegal activities, fraud, or AML violations, EtaPay may freeze the funds and report the activity to relevant authorities.
- Adjusting Fees in Compliance with Legal Requirements: EtaPay reserves the right to adjust fees or introduce new fees where legally permitted, with appropriate customer notification where required.
- Suspending or Limiting Services for Compliance Reasons: If required by law or regulatory bodies, EtaPay may suspend or limit services to specific Customers.
- Requesting Additional Documentation: EtaPay may request additional identity verification documents or supporting information from Customers to meet compliance obligations. Failure to provide requested documentation within a reasonable timeframe may result in account suspension or closure.

If an account is closed due to the above reasons, EtaPay will notify the Customer via email. If the Customer has an available balance, they must complete identity



verification and provide withdrawal details within 7 days. Otherwise, a **safekeeping fee** will apply until the necessary steps are completed.

Accounts closed due to fraudulent or illegal activities will not be eligible for withdrawal, and EtaPay reserves the right to report such cases to relevant authorities.

#### **8.4. EtaPay's Limitations of Liability**

EtaPay is not responsible for:

- Delays or errors caused by third-party banks or financial institutions handling SEPA transfers.
- Losses resulting from a Customer's failure to secure their account credentials.
- Any consequences following regulatory-mandated account closures.
- Fulfilling law enforcement or compliance obligations that result in fund freezing or account restrictions.

#### **8.5. Customer Complaints and Dispute Resolution** If a Customer disagrees with an

account closure or withdrawal decision, they may submit a complaint to EtaPay via [hello@eta-pay.com](mailto:hello@eta-pay.com). EtaPay will review the case and respond within a reasonable timeframe. If a resolution cannot be reached, Customers may escalate their complaint to the **Bank of Lithuania**.

### **9. Communications**

For the purposes of these Conditions, all communications between Users, Customers, and EtaPay should be directed to [hello@eta-pay.com](mailto:hello@eta-pay.com).

Customers acknowledge and agree that EtaPay may send communications, notices, and updates regarding their accounts, service changes, or legal obligations via email as a durable medium. A durable medium means any method that enables Users to store information addressed to them in a way that allows future reference and ensures the unchanged reproduction of stored information for a period adequate for its purpose.

## **10. Complaints and General Claims or Inquiries**

### **10.1. Complaints Regarding EtaPay Services**



If a Customer believes their rights or interests have been violated in relation to EtaPay services, they may submit a **formal complaint** by sending an email to **complaints@eta-pay.com** with a subject line indicating it is a formal complaint.

**Complaints Handling Process:** - Complaints are processed free of charge.

- Customers must clearly state the issue and provide supporting documents

related to the complaint.

EtaPay has a separate [Complaints Policy] available on its website, which details the full procedure for handling customer complaints.

**10.2. General Claims or Inquiries** Customers and Users may submit general inquiries

regarding EtaPay services by

emailing **hello@eta-pay.com**. General inquiries are not considered formal complaints and will be handled in writing within a reasonable timeframe.

## **11. Validity and Termination of These Conditions**

These Conditions remain valid indefinitely, unless terminated by either party under the terms stated herein.

**11.1. Termination at the Customer's Initiative** Customers may terminate these

Conditions by requesting account closure via email

at **hello@eta-pay.com**. To complete the closure process, Customers must:

- Withdraw any remaining balance by providing a valid SEPA IBAN.
- Complete any required identity verification procedures.

Customers may exercise their right to withdraw from these Conditions within 14 calendar days from agreeing to them, without providing a reason.

Upon termination, EtaPay will provide the Customer, free of charge, with an account statement detailing transactions from the last 36 months.

Termination does not exempt the Customer from any outstanding obligations to EtaPay that arose prior to termination.

**11.2. Termination at EtaPay's Initiative**



EtaPay reserves the right to terminate these Conditions and close a Customer's account in the following cases:

- Immediate termination in case of fraud, suspicious activity, non-compliance with identity verification, or regulatory actions.
- Termination with 60 days' notice for service discontinuation or policy changes.
- Termination due to prolonged inactivity (365 days or more), following prior notification to the Customer.

EtaPay will notify the Customer via email or another durable medium before termination, except in cases where legal or regulatory restrictions prevent prior notification.

If a Customer's account is terminated and they have an available balance, they must initiate the withdrawal process within 7 days to avoid safekeeping fees. If no action is taken, fees will continue to apply until withdrawal conditions are met.

If the requirements for funds withdrawal are met, EtaPay will process the withdrawal within 10 business days.

Termination of these Conditions does not release the Customer from any outstanding obligations owed to EtaPay before the termination date.

## **12. Changes to These Conditions**

EtaPay reserves the right to unilaterally change these Conditions and/or applicable fees at any time. In cases where changes negatively impact the Customer, EtaPay will provide prior notice at least 60 calendar days in advance via email or another durable medium.

Changes that do not negatively impact the Customer may be implemented immediately without prior notice. The introduction of new fees for new services shall not be considered a worsening of the Customer's situation.

Customers have the right to terminate these Conditions at no cost before the effective date of the changes by notifying EtaPay. If the Customer does not initiate account termination before the changes take effect, they will be considered accepted by default.



The updated Conditions will be made available upon request and sent to the Customer's registered email address.

## **13. Telematic Signature and Transaction Authorization**

Customers expressly consent to the use of telematic acceptance methods, including but not limited to:

- Clicking "accept," "confirm," "OK," or other equivalent actions.
- Entering their username and password.
- Providing identity verification details via secure third-party providers.

These telematic actions shall be legally binding and serve as an equivalent to a manual signature. Customers acknowledge that all transactions authorized via telematic means are final and non-repudiable, unless fraud or unauthorized access due to EtaPay's negligence is proven.

EtaPay reserves the right to store signed agreements and transactions securely and use them as legally binding proof.

## **14. Intellectual Property**

All intellectual property rights related to EtaPay's services, branding, website, and communication materials are owned by EtaPay. Customers are granted a limited, non-transferable, and non-exclusive license to access and use EtaPay services strictly for the purpose of managing their accounts.

Customers are strictly prohibited from:

- Copying, modifying, or reverse-engineering EtaPay's systems.
- Using EtaPay's branding, trademarks, or proprietary information without authorization.
- Accessing or attempting to access EtaPay's systems through unauthorized means.



Any unauthorized use of EtaPay's intellectual property may result in account termination and legal action in accordance with applicable laws.

EtaPay reserves the right to modify or discontinue its services without prior notice in the event of security concerns, regulatory changes, or other necessary adjustments.

### **3. Applicable Law**

These Conditions, as well as any relations between EtaPay and its Customers, shall be governed by and interpreted in accordance with the laws of the Republic of Lithuania. Any matters not explicitly regulated by these Conditions shall be subject to applicable Lithuanian law.

### **14. Language of These Conditions and Communication**

These Terms and Conditions are prepared in the English language.

To the maximum extent permitted by law, Users and Customers confirm that by accepting these Conditions, they understand the English language and agree to communicate with EtaPay in English, including the submission and resolution of any claims and complaints.

On an individual basis, EtaPay and a Customer may agree to provide these Conditions or service-related documents in another language.

### **15. Referral Program (Discontinued)**

EtaPay does not currently offer a referral program or incentives for inviting others to use its services. Any previously applicable referral program terms, benefits, or bonuses are no longer in effect.

Users and Customers acknowledge that no new referrals will be rewarded, and no referral bonuses will be issued under EtaPay's current policies.