

**Terms and Conditions (hereinafter: Regulations) of the Promotion: GOLD to Platinum**

1. The Promotion is organized and conducted exclusively by ZEN.COM and is open and intended for an adult individual customer ZEN.COM who has an active individual ZEN.COM account during the Promotion Period in the GOLD Plan (Customer).
2. The Promotion period runs from: 15.06.2023 r. 11.00 CET until: 22.06.2023 r. 16.00 CET.
3. The Promotion is temporary and limited and may therefore be cancelled by ZEN.COM at any time, even before the end of the Promotion. If you do not accept this condition, you should not participate in the Promotion. After the end of the Promotion, it will not be possible to redeem it, but the Customer will be able to use the bonus that he acquired during the Promotion. Regardless of the Customer Regulations, all regulations regarding the individual ZEN.COM account apply (link: [https://www.zen.com/files/terms-and-conditions/Terms\\_and\\_Conditions\\_Individual.pdf](https://www.zen.com/files/terms-and-conditions/Terms_and_Conditions_Individual.pdf)) and ZEN Mastercard (link: [https://www.zen.com/files/terms-and-conditions/card\\_terms.pdf](https://www.zen.com/files/terms-and-conditions/card_terms.pdf)).
4. Each Customer who has made at least 5 transactions with their ZEN Mastercard (virtual or physical) with a total value of at least EUR 50 during the Promotion period, i.e. 7 days from receiving an email from ZEN.COM with these Terms and Conditions and information about the possibility of using this Promotion, will receive from ZEN.COM the opportunity to take advantage of the Promotion and receive a bonus. The bonus consists in the possibility for the Customer to use the functionality of the PLATINUM plan for a period of 30 days (counted from the date of acceptance of the bonus, i.e. the Customer's consent to transfer it to the PLATINUM plan) without having to incur an additional fee for maintaining a payment account in the PLATINUM plan. ZEN within 2 working days from the end of the Promotion will ask the Customer if he wants to use the bonus. The willingness to use the bonus by the Customer consists in confirming by the Customer the instruction to change the plan from GOLD to the PLATINUM plan. The Customer can accept the bonus and thus express the ZEN.COM to transfer to the PLATINUM plan within 72 hours of receiving information about the acquisition of the right to the bonus. The Customer's acceptance of the bonus constitutes the inclusion of subscriptions and the PLATINUM plan (transfer from the GOLD to PLATINUM plan). If the Customer does not accept the bonus within the above-mentioned period, the bonus will expire and the Customer will not be able to use it. The Customer's independent change of the GOLD plan to PLATINUM in the ZEN.COM application will not result in the bonus being enabled. During the bonus period, the Customer will incur a subscription fee for the GOLD plan, although he will use the PLATINUM plan.
5. After the expiry of the above-mentioned 30-day bonus period (hereinafter: Bonus Period), the functionality of the PLATINUM plan will not be withdrawn and the Customer will have to change the plan himself in order to return to another subscription plan (including the GOLD plan). The Customer may make the change in the application ZEN.COM. Failure to change the PLATINUM plan by the Customer after the end of the Bonus Period will result in the Customer being charged a subscription fee

for the PLATINUM plan. ZEN.COM notifies the Customer 7 days and 1 day before the end of the Bonus Period that in order to return to another subscription plan, the Customer will have to make a change to the ZEN.COM application himself, and failure by the Customer to make this change in the ZEN.COM application will result in the subscription fees applicable to the PLATINUM plan being charged after this date.

6. The Customer may use the Promotion only once. The Customer may not transfer his/her rights under the Promotion.
7. At any time, the Customer may submit a complaint to ZEN.COM to the [hello@zen.com](mailto:hello@zen.com) address or via chat in the ZEN.COM Application. The response will be sent in accordance with the deadline specified by law.
8. Customer have the right to object ZEN.COM participation in the Promotion.
9. Organizer of the Promotion: ZEN.COM, i.e. UAB "ZEN.COM", company code 304749651 address with its registered office at Lvivo g. 25-104, LT-09320, Vilnius, Lithuania, electronic money institution with license No. 35 issued by the Bank of Lithuania on May 24, 2018. The Controller of personal data is ZEN.COM. We will process personal data in order to implement the Promotion, fulfill legal obligations, legitimate interests of ZEN.COM. All rights resulting from the GDPR: the right to access data, rectify, delete, limit processing, object to processing, transfer data, lodge a complaint with the supervisory authority, withdraw consent. Detailed information can be found on the website: [Privacy Policy](#) (ZEN.COM).