



# ZEN Buddies Terms and Conditions

v. 1.0 dated 16.03.2021

## Definitions

Capitalized terms which have not been defined here have been defined in our General Terms and Conditions. Please refer to that document for the definition of those terms.

**ZEN Buddies:** Internal transfer using Payee's phone number.

**OTP:** One time password sent via SMS message to the User's mobile phone registered with ZEN.

**You:** The User for whom ZEN Buddies functionality is available.

## Agreements

By agreeing to the ZEN Buddies Terms and Conditions, the User also agrees that his/her full name and phone number connected to the ZEN Account will be visible to other Users who have the number saved in their device where the ZEN Application is installed and/or used the number to send ZEN Buddies transfer.

## How it works

ZEN Buddies is a functionality that allows Users to make internal transfers using a Payee's phone number, without knowing the actual account number of the Payee.

If the Payee is also a User, the transfer will be settled on Payee's account in a real time. In case the Payee is not a User, an SMS invitation will be sent, containing information about the funds transferred such as: name of the sender, date, amount and title. Payee will be able to access the funds by registering for a ZEN Account.

## Who can use ZEN Buddies?

The functionality is available to all individual clients who grant the necessary permissions in the ZEN Application.

## How to choose a Payee?

To make a new ZEN Buddies transfer You need to allow the ZEN Application to access your contacts. ZEN needs permission to access your contact list so that You can send money to your friends without typing other details. Don't worry. We won't share any number with anyone else.

Once permission is granted, ZEN Application will display the contact list alphabetically, divided into two sections:

- ZEN friends: contacts that are already registered in ZEN and agreed to inform other Users about their phone numbers,
- Other contacts: contacts that are not registered in ZEN and will be asked to register ZEN Account in order to access transferred funds.

You can also make a one-time transfer by typing the name and phone number of Your friend. The number will not be saved on your contact list.

## How to send a transfer using ZEN Buddies?

To send a transfer to your Buddy You just need to:

- Login to the ZEN Application,
- Select the currency,
- Choose the Transfer button, followed by ZEN Buddies option,
- Grant ZEN Application access to your contact list (if not done previously),
- Choose Your Buddy from the list or make a new, one-time transfer,



- Type the amount and the title of the transfer,
- Confirm the transfer with the Send button.

In some cases, You might be asked to confirm the transaction with OTP.

## What if the transfer has not been accepted by a non-User?

If the Payee is not a ZEN User, it will be necessary that the Payee registers ZEN Account in order to receive the funds. If the Payee fails to register ZEN Account within 14 days, the transferred funds will be returned to the Payer.

## Reporting an issue

If You encounter any issues with the ZEN Buddies functionality, write to us at [hello@zen.com](mailto:hello@zen.com) or using the chat in the ZEN Application. We will be happy to help you.

