

# Terms and Conditions for Automated Payments

**In force since 25.03.2026.**

These Terms and Conditions for Automated Payments (the "Terms") govern the optional recurring card payment functionality available through the Bondora Portal, forming a legally binding agreement between you ("Customer") and Bondora AS ("Bondora" or the "Creditor"). This allows the Customer to register a payment card and authorize automatic collection of payments due under their existing agreements with Bondora, using a licensed third-party payment service provider. By registering a payment card for automated payments, you confirm that you have read, understood, and agreed to these Terms, which operate alongside Bondora's Terms of Use (the "Terms of Use") and Privacy Policy.

Any capitalized terms not otherwise defined in these Terms shall have the meaning assigned to them in the Terms of Use.

## 1. DEFINITIONS

- 1.1. **Automated Payments** – a functionality that allows the Customer to authorize Bondora to collect payments due.
- 1.2. **Fees** - service fees applicable to the Customer as set out in the Price List published on the Creditor's website.
- 1.3. **Payment Service Provider** – a licensed third-party payment institution (e.g., AS LHV Pank) that securely processes card transactions.

## 2. GENERAL PROVISIONS

- 2.1. The Customer may register a payment card for automatic payment of due payments. The Customer may only register a debit card for automatic payments. By doing so, the Customer expressly consents to the deduction of payments due as detailed in Section 2.2 below. The Customer authorizes the secure storage of their card details by the Creditor for the purpose of processing future payments. No sensitive card data is stored by the Creditor.
- 2.2. When using automatic payment of due payments, the due payment is automatically deducted from the registered payment card in an amount corresponding to:

- 2.2.1. repayments under the Payment Schedule. The Customer agrees that the payments under the Payment Schedule might not be the same across the repayment term; for example, the first and last payments are different or can change due to the rescheduling of the existing Customer's payment obligations.
- 2.2.2. the Fees;
- 2.2.3. all other payments in relation to the agreements between the Creditor and the Customer, including but not limited to the Credit Agreement.
- 2.3. If an automatic payment fails due to insufficient funds or technical error, the Creditor may, without further consent, initiate up to 3 (three) additional charge attempts. These retries may involve charging the full amount due or a reduced amount based on the available balance, provided no single charge exceeds the total amount owed for that period.
- 2.4. The automatic payments are processed through the Payment Service Provider and not by the Creditor itself. For any payment-related queries, the Customer should contact the Payment Service Provider or its respective bank.
- 2.5. If the automatic payment fails due to circumstances attributable to the Customer (e.g. suspended or expired credit card, lack of sufficient funds on the payment card or similar circumstances), the Customer will be notified through one of the communication methods mentioned in Section 6.1. of the Terms of Use. The Creditor is entitled to charge a fee for handling of failed automatic payments.
- 2.6. Failure to make the payment in accordance with the procedure established in these Terms, shall not relieve the Customer from its payment obligations under the Credit Agreement, and the Customer shall proceed with other repayment options available under the Credit Agreement and/or available in its Portal Account.
- 2.7. The Customer may cancel automatic payments at any time before the next scheduled payment by removing the registered payment card via their Portal Account or by contacting the Creditor.
- 2.8. The Creditor reserves the right to suspend or terminate automatic payments at any time if fraudulent activity is suspected or if the Customer breaches the Terms of Use or any other agreement concluded with the Creditor.
- 2.9. By registering a payment card for automatic payment, the Customer accepts the terms and conditions set by the Payment Service Provider for the payment.



### **3. AMENDMENTS**

- 3.1. Bondora may update or modify these Terms from time to time. Material changes will be communicated to the Customer in advance, with 14 days' notice, unless the change is required by law or regulation to take immediate effect. Continued use of the Automated Payments after such changes take effect constitutes acceptance of the updated Terms. If the Customer does not agree to the amendments, they may cancel the Automated Payments.

### **4. COMPLAINTS AND GOVERNING LAW**

- 4.1. All disputes, concerns, or complaints arising from or in connection with these Terms shall be resolved in accordance with the procedures set out in the Terms of Use, including provisions regarding applicable law and jurisdiction.

### **5. MISCELLANEOUS**

- 5.1. These Terms supplement Bondora's Terms of Use. In case of any conflict, the Terms of Use prevail. For personal data processing, refer to Bondora's Privacy Policy.
- 5.2. These Terms, along with the Terms of Use, constitute the entire agreement between you and Bondora.
- 5.3. If any provision is deemed invalid or unenforceable, the remaining provisions remain effective.

### **6. CONTACT INFORMATION**

- 6.1. For questions or issues related to the Automated Payments, please contact customer support via the Bondora website at [www.bondora.lt](http://www.bondora.lt).