

International Remittance Terms and Conditions (General Terms)

RESPECT PAYMENT SERVICE Co., Ltd. — Ceylon Remittance / Laxmi Remit / Bayan Remit

These Terms apply to all the Company's international remittance services. Country-specific conditions are set out in the Appendix, Country-Specific Service Terms (Sri Lanka, Nepal and the Philippines), which forms part of these Terms.

Article 1 (Purpose and Scope)

1. These Terms set out the rights, obligations and conditions between RESPECT PAYMENT SERVICE Co., Ltd. (the "Company") and customers concerning international remittance services provided by the Company as a Type II Funds Transfer Service Provider (the "Service").
2. These Terms apply to remittances requested via the Company's app, website or other designated method. Service-specific conditions—including service name, destination country, currencies, funding and disbursement methods, exchange-rate determination, standard processing times, business days and hours, and fees—are set out in the Country-Specific Service Terms and pre-confirmation app display, within the scope consistent with the Company's registration and other regulatory filings.
3. The Country-Specific Service Terms form part of these Terms. If they conflict with these General Terms, the country-specific provisions prevail for that destination.

Article 2 (Definitions)

1. The following terms have these meanings:

- (1) "Customer" means a person who has entered into a contract to use the Service.
- (2) "Remittance Request" means an application to send funds overseas by entering the amount, beneficiary, purpose and other required details.
- (3) "Overseas Partner" means a bank, funds transfer provider, payment service provider or other entity entrusted by the Company with sending payment instructions or processing receipt.
- (4) "Receiving Institution" means the beneficiary's bank, wallet operator or other institution receiving the transfer.
- (5) "Transaction Terms" means the amount, fees, applicable exchange rate, expected amount receivable, standard processing period, receipt method and other conditions applicable to a transaction.

Article 3 (Application and Formation of Service Agreement)

1. Customers apply for registration and use of the Service by a method designated by the Company.
2. A service agreement is formed when the Company accepts the application after identity, transaction, sanctions and anti-social-forces checks and other necessary screening.
3. The Company may reject an application if necessary information or documents are missing, the content is questionable, applicable laws or risk-management requirements are not met, or other reasonable grounds exist.

Article 4 (Identity Verification and Ongoing Customer Due Diligence)

1. Under the Act on Prevention of Transfer of Criminal Proceeds and related laws, customers must disclose their name, address, date of birth, occupation, transaction purpose and other requested details and submit identification and supporting documents.

2. Customers must promptly notify the Company of any change to registered information in the designated manner.

3. The Company may continue to verify customer information, remittance purposes, source of funds, income, assets, beneficiary relationships and other matters after registration and require documents, based on customer risk, transaction activity and legal changes.

4. The Company may suspend, restrict or terminate registration or transactions if the customer does not complete checks or supply required documents.

Article 5 (Sanctions, Foreign Exchange Laws and Notification Obligations)

1. In accordance with the Foreign Exchange and Foreign Trade Act, measures implementing UN Security Council resolutions, sanctions of Japan and relevant destination or other countries, asset freezes and import, export, services or other controls, the Company verifies customers, beneficiaries, beneficial owners, other transaction parties, destinations, transaction purposes, sources of funds and the background to each transfer.

2. Screening may use official names, aliases, former or common names, names in foreign scripts, dates of birth, nationality, addresses, locations, beneficial ownership and other identifying details.

3. Where a transaction involves direct or indirect provision of funds to a sanctioned party, a person owned or controlled by such party, a sanctioned jurisdiction or purpose, or suspected sanctions evasion or circumvention, the Company undertakes further review, holds, refusal, termination, asset freezing or other legally required actions.

4. The Company accurately transmits information about remitters and beneficiaries to financial institutions, funds transfer providers and overseas partners along the transfer chain as required by law or other applicable obligations. Transactions are not executed where necessary information is missing or its accuracy cannot be confirmed.

Article 6 (Prohibited Conduct, Purposes and Transactions)

1. Customers must not engage in:

(1) Conduct contrary to law, public policy or these Terms

(2) Use of the Service to move criminal proceeds, finance terrorism or proliferation, perpetrate fraud, conceal assets, evade taxes or pursue other illegal purposes

(3) Sending funds in the customer's name at another person's request or for payment, allowing third parties to use an account or credentials, or using another person's identity

(4) Making false declarations about purpose, source of funds, beneficiary relationships or other material information

(5) Transactions involving sanctioned persons, persons owned or controlled by them, anti-social forces or other persons the Company considers unsuitable, or intended to evade sanctions

(6) Interfering with the systems or operations of the Company, overseas partners or other parties

(7) Other conduct equivalent to the foregoing

2. The Company will not process a remittance where the purpose, funds, beneficiary, related parties, goods, services, technology or other transaction details are or may be contrary to the Foreign Exchange and Foreign Trade Act, sanctions, public policy or the Company's policies.

3. Transactions covered by the preceding paragraph include:

(1) Transactions violating or evading sanctions, asset freezes, import/export controls, services restrictions, intermediary trade restrictions or other foreign exchange controls

(2) Remittances for goods exported to North Korea, goods originating in or shipped from North Korea, intermediary trade involving goods moving between North Korea and a third country, or other North Korea-related transactions prohibited by Japan

(3) Purchases, imports, brokering or settlements of North Korean-origin or North Korean-shipped goods through China, Russia, South Korea, Southeast Asia or third countries where origin, place of shipment or counterparties are misrepresented or concealed

(4) Payments for purchases, brokerage, transport, storage or other costs related to any North Korean-origin or shipped goods, including shrimp, crab, clams, fish, shellfish, squid, seaweed and processed seafood

(5) Transactions involving arms, weapons of mass destruction, delivery systems or goods, services and technology related to their development, production or use

(6) Transactions in goods, services or technology requiring permits or approvals under the Export Trade Control Order, Foreign Exchange Order or other export-control laws, where those permits or approvals cannot be verified

(7) Transactions related to illegal drugs, weapons, counterfeit currency, stolen goods, child sexual abuse material, trafficking in persons, illegal gambling, fraud, extortion or other crime

(8) Transactions relating to terrorist financing, proliferation financing, direct or indirect funding of sanctioned persons or other restricted purposes

(9) Transactions in goods, services or technology whose export, import, sale, possession, supply or transfer is prohibited or requires an authorization, approval or notification that cannot be verified

(10) Other transactions the Company considers inappropriate for legal compliance, customer protection or sound and proper management

4. To carry out the foregoing checks, the Company may request contracts, invoices, certificates of origin, bills of lading, import/export permits, product descriptions, transaction flow diagrams and other documents or explanations.

5. The Company may hold or refuse an instruction or terminate a concluded remittance contract if documents are not supplied, are questionable, the origin or shipment route or parties cannot be verified, or sanctions evasion is suspected.

6. The listed goods, services and technologies are examples; the applicable laws, notices, sanctions and official requirements in force at the transaction date prevail.

Article 7 (Exclusion of Anti-Social Forces)

1. The customer represents and undertakes that neither the customer nor related parties are organized crime groups, their members or affiliated entities, or equivalent anti-social forces, and that they have no connection with such parties and will maintain that status.

2. Customers must not make violent or unreasonable demands, engage in intimidation or spread rumors or use deception or force to damage the Company's reputation or disrupt its operations.

Article 8 (Remittance Request and Formation of Individual Contract)

1. Customers submit requests by entering beneficiary information, amount, purpose, source of funds, beneficiary relationship and other required details and reviewing the Transaction Terms.

2. An individual remittance agreement is formed when the Company completes necessary screening, receives the funds and fees, and accepts the request.
3. Customers must enter instructions accurately and check the beneficiary's name, bank or wallet account number and other details.

Article 9 (Funding of Remittances)

1. Customers must pay funds and fees from accounts in their own names using a Company-designated method among bank transfer, Pay-easy, partner ATM and other methods described in the Country-Specific Service Terms, registration and regulatory filings.
2. Deposits from third-party accounts or where the depositor's identity cannot be matched to the customer generally cannot be used for a transfer.
3. Unless stated otherwise, the customer bears the fees charged by financial institutions or others for depositing funds.
4. Funds received are for remittance purposes, not deposits or savings. They do not earn interest and must not be held idle without being used for remittance.

Article 10 (Exchange Rates and Expected Amount Receivable)

1. Exchange rates are determined as provided in the Country-Specific Service Terms. The Company adopts rates provided by the foreign institutions named in the Appendix with a spread of no more than 1%, as specified in its registration. Rates are normally updated twice daily, at 10:00 a.m. and 2:00 p.m.
2. Before confirmation, the Company displays the rate, remittance amount, fee and expected amount receivable in the app or other medium. The rate shown when the customer agrees to the terms and confirms the request generally applies.
3. If volatile markets, partner rate changes, communication failures or unavoidable circumstances prevent processing at the displayed terms, the Company may notify the customer and seek renewed consent or cancel the transaction.

Article 11 (Fees)

1. Customers must pay remittance, refund and other applicable fees designated by the Company.
2. Fees and calculation methods are disclosed before confirming the transfer in the app, website or other method, within the limits and methods prescribed by the Country-Specific Service Terms.
3. Where fees may be deducted by overseas receiving institutions or other costs arise outside Company control, the relevant treatment is disclosed in the Transaction Terms.

Article 12 (Transfer Limits and Restrictions)

1. Each transfer must be within the amount allowed for a Type II Funds Transfer Service Provider and must not exceed the equivalent of JPY 1,000,000.
2. Based on customer attributes, income, assets, purpose, frequency, destination, beneficiary and other risks, the Company may set per-transaction, daily, monthly or annual limits or other restrictions.
3. Where a lower limit applies in the destination country, receipt method, overseas partner or receiving institution, that lower limit applies.

Article 13 (Standard Processing Time)

1. Standard processing times are specified in the Country-Specific Service Terms and displayed in the app before confirmation. The app display must be consistent with the processing time stated in the registration and other relevant regulatory filings.

2. Processing times are estimates and may be extended due to additional checks, holidays, system or communications failures, overseas partners or receiving institutions, regulatory action, disasters or other circumstances.

Article 14 (Receipts and Transaction Information)

1. When funds are received, the Company provides a receipt or electronic record with the legally prescribed details through the app, email or other designated method.

2. Customers may check processing status and transaction history in the app or other designated system.

Article 15 (Holding, Refusing or Terminating Transactions)

1. The Company may hold or refuse a request or terminate an accepted remittance in the following cases:

(1) Identity, transaction, sanctions or other required legal or risk-management checks are incomplete

(2) Supplied information is incorrect, missing or doubtful

(3) Unauthorized use, third-party remittances, fraud or other criminal involvement is suspected

(4) War, unrest, terrorism, riots, disasters, sanctions, asset freezes, government orders or other circumstances prevent execution

(5) An overseas partner or receiving institution refuses, suspends or cannot continue processing

(6) Other reasonable grounds make the transaction inappropriate or impracticable

2. Unless prohibited by law, the Company informs customers when a request is held, refused or terminated.

Article 16 (Cancellation, Recall and Refund)

1. A customer may request cancellation using the designated procedure only before the Company sends an irrevocable instruction to the overseas partner.

2. Once the instruction has been sent, recall may be impossible, even at the customer's request, depending on consent and other requirements of the overseas partner, receiving institution or beneficiary.

3. Where a transfer fails or is cancelled or terminated, the Company refunds the customer to an account in the customer's name or by another designated means. Actual costs already incurred or previously disclosed fees may be deducted. Where the circumstances are not attributable to the customer, applicable law and Company rules govern.

4. Where refunds are prohibited by sanctions, criminal investigations, court or administrative orders or other legal reasons, the Company complies with the relevant laws or orders.

Article 17 (Transaction Inquiries and Error Reports)

1. Customers must promptly inform the Company of delays, non-receipt, underpayment, unfamiliar transactions or other discrepancies.

2. The Company consults overseas partners, receiving institutions and other parties and communicates the results to the customer.

3. Where a customer's input error is identified, the Company attempts correction or recall where possible but does not guarantee correction or recovery.

Article 18 (Account and Authentication Security)

1. Customers must securely manage IDs, passwords, one-time passwords, passkeys, devices, biometrics and other authentication factors and must not provide, lend or share them with third parties.

2. Depending on transaction risks, the Company may require multi-factor or phishing-resistant authentication, passkeys, device verification, additional identity checks or other safeguards.
3. Customers must immediately contact the Company if credentials are compromised, devices are lost, logins are suspicious or other unauthorized use is suspected.

Article 19 (Response to Fraud and Compensation)

1. Where unauthorized use is detected or suspected, the Company undertakes necessary measures including account or transaction suspension, invalidation of credentials, fund-stopping or recovery requests to counterparties, and investigation.
2. Whether and to what extent unauthorized-use loss is compensated depends on the published Policy on Compensation for Unauthorized Transactions, applicable laws, these Terms and individual circumstances.
3. Even where a customer is deceived into initiating a transfer, the Company accepts reports and gives practicable recovery assistance. Compensation is decided case by case.

Article 20 (Personal Data and International Disclosures)

1. The Company processes information about customers, beneficiaries and others in accordance with the APPI, applicable laws and its published Privacy Policy and Handling of Personal Information.
2. The Company may disclose necessary information to overseas partners, receiving institutions and other foreign parties to execute remittances, complete identification and sanctions checks, prevent fraud and serve other necessary purposes.
3. The Company may disclose information in response to laws or orders or requests from courts, police, supervisors and other public authorities.

Article 21 (Suspension or Termination of Registration or Transactions)

1. The Company may suspend or terminate all or part of a customer's registration or transactions without prior notice if:

- (1) The customer breaches these Terms
- (2) Registration information is false, incorrect or out of date
- (3) The customer refuses legally or risk-management-required checks
- (4) Fraud, crime, third-party transfers or other misuse is suspected
- (5) The customer cannot be located, dies, suspends payment, enters insolvency proceedings or the relationship otherwise becomes impracticable
- (6) Other reasonable grounds make continued service inappropriate

2. Customers may request closure of their registration in the designated manner. Where transactions remain incomplete or funds unrefunded, closure follows completion of the required procedures.

Article 22 (Changes, Suspension and Termination of Services)

1. The Company may change, suspend or end all or part of the Service following legislative changes, sanctions, changes to partners or receiving institutions, system maintenance or failures and other circumstances. Where changes affect registered matters, including service name, destination, currency, funding or disbursement method or rate determination, they become effective only after necessary change filings or other required procedures.
2. Except in emergencies or where notice is legally prohibited, the Company gives notice via the app, website or other appropriate means.

Article 23 (Disclaimers and Liability)

1. The Company is not liable for delay or loss due to disasters, war, terrorism, communication failures, interruption of financial institutions or overseas partners, legal or government measures, or circumstances beyond reasonable Company control, except where the Company has acted intentionally or negligently.
2. For damage resulting from customers' input errors, poor management of authentication credentials or other customer-attributable causes, the Company may limit its liability according to the degree of responsibility.
3. This Article does not apply where the Consumer Contract Act or other mandatory laws prohibit exclusion or restriction of liability.

Article 24 (Avoiding Misunderstanding as a Bank)

1. The Company is a Type II Funds Transfer Service Provider under the Payment Services Act, not a bank.
2. The Service does not involve accepting deposits, savings or installment deposits as a bank or deposit-taking institution. No interest accrues on received funds.
3. Funds received from customers are not covered by deposit or savings insurance.

Article 25 (Safeguarding of Customer Funds)

1. Under the Payment Services Act and related laws, the Company safeguards its obligations to customers solely by depositing a performance security deposit with the Tokyo Legal Affairs Bureau. The Company does not use a performance security guarantee agreement or a performance security trust agreement.
2. Information about the performance security deposit and customers' statutory refund claims is published on the Company website or by another designated means.
3. Where statutory refund proceedings under the Payment Services Act commence, eligible customers may receive refunds under that Act and related regulations.

Article 26 (Notices)

1. Notices are given through the app, email, SMS, website, post or other designated methods.
2. Where a notice fails to arrive due to a customer's failure to update contact details or other customer-attributable causes, it may be treated as received when it would ordinarily have arrived.

Article 27 (Inquiries, Complaints and Dispute Resolution)

1. Inquiries and complaints about the Service are accepted by the customer desk listed on the Company website or elsewhere.
2. The Company publishes its complaint-handling and dispute-resolution measures and current contact details for external bodies on the website or by another designated means.

Article 28 (Amendments)

1. The Company may amend these Terms following legal or service changes or other reasonable grounds in compliance with the Civil Code and other laws.
2. The Company gives advance notice of amendments and their effective date via the app, website or other appropriate means. Changes beneficial to customers or minor changes may be notified after the change in applicable cases.

Article 29 (Governing Law and Jurisdiction)

1. These Terms and the Service are governed by Japanese law.
2. To the extent permitted by law, the Tokyo District Court or Tokyo Summary Court is the agreed court of first instance for proceedings concerning these Terms or the Service.

3. In the event of a discrepancy between the Japanese text and any translated version, the Japanese version prevails.

Supplementary Provision — Effective date: April 1, 2026