



VPN Products Terms and Conditions
March 2024

Article 1 - General

Under the following terms and conditions, Swift will supply to the Customer VPN hardware ("VPN Hardware) or VPN software ("VPN Software") as ordered using SWIFT's eOrdering service. VPN Hardware and VPN Software are (together hereinafter called the "VPN Products". The Customer may use the VPN Products solely in conjunction with SWIFT services and products, and the software contained in VPN Hardware may be used as an integral part of the use of the VPN Hardware only. It is a condition precedent to these terms and conditions becoming effective that the Customer is a duly registered SWIFT User, Swift Partner or Service Bureau.

Article 2 – VPN Software License

- 2.1 Swift grants Customer a personal, non-exclusive, limited and non-transferable license to use software up to the license restrictions and to use the VPN Products in accordance with these terms and conditions. Customer shall not sublicense, transfer, or assign, whether voluntarily or by operation of law, any right or license in or to the VPN Software to any other person or legal entity, including a Customer Affiliate. Any such attempted sublicense, transfer, or assignment shall be void. Further, Customer shall not: (i) directly or indirectly, decompile, disassemble, reverse engineer, modify, unbundle, detach or separate any part of or embed within, or create derivative works based on, any VPN Software; (ii) sell, resell, rent or lease any VPN Products; (iii) unless expressly authorized by Swift, make any copies of VPN Software except as reasonably necessary for archival and "cold" back-up purposes, but not for failover or "warm" back-up purposes; (iv) remove any readme files, notices, disclaimers, marks, or labels included in or on the VPN Products.
- 2.2 The subscription start date will commence when VPN Software has been made accessible to Customer. The subscription will end at the expiration of the term of the subscription.
- 2.3 Use of VPN Software with Third Party Cloud Services. Customer's right of use of the VPN Software as part of a third-party cloud service is subject to the ongoing validity and compliance with the applicable third-party cloud service terms of use imposed by the third-party cloud service provider. Termination, suspension, or unavailability of the third-party cloud service is at Customer's own risk and Customer acknowledges that Swift shall have no liability or duty arising out of any such termination, suspension or unavailability.

Article 3 - Title, Risks and Acceptance

- 3.1 Subject to articles 3.2 and 7.6 below, title to the VPN Hardware shall pass to the Customer upon full payment of the applicable one-time fee or, if no one-time fee is due, upon delivery.
- 3.2 Any and all rights, including title, ownership rights, copyright, trademarks, patents and any other intellectual property rights of whatever

nature in the VPN Software and software contained in the VPN Hardware, including any associated processes or derivative works, shall at all times remain the sole and exclusive property of the VPN Products manufacturer or its licensors. No rights are granted to the Customer in respect of such software other than those set forth in these terms and conditions. The Customer shall not remove, alter, cover, obscure or cancel from view any copyright or other notices of proprietary rights, marks or legends appearing on or contained in the VPN Products.

- 3.3 Save to the extent that Swift is prohibited under applicable laws and regulations to obtain any import licence or other official authorization and, where applicable, to carry out all customs formalities necessary for the import of the VPN Hardware, the delivery of the VPN Hardware is 'Delivered duty paid' (DDP) at the delivery address designated by the Customer in the order form - or such other address as may be subsequently agreed in writing by Swift and the Customer - provided always that the Customer shall co-operate and provide all reasonable assistance to Swift for the export and import of the Hardware. VPN Software is delivered through Customer download.
- 3.4 Acceptance of the VPN Products shall take place upon delivery. If the Customer however demonstrates to the reasonable satisfaction of Swift that the delivered VPN Products does not conform to the specifications, and if Swift is unable for whatever reason to implement a reasonably satisfactory remedy thereto within a reasonable period of time considering the nature of the problem, the Customer shall be entitled, as its sole and exclusive right and remedy, to a refund by Swift of all fees and charges paid by the Customer in respect of the defective VPN Products.

Article 4 - Price, Invoicing and Payment Conditions

The Customer must pay to Swift all charges and fees applicable to it for and in connection with the supply and use of the VPN Products. These charges and fees are as notified by Swift to the Customer from time to time. Equally, the terms and conditions relating to invoicing by Swift and payment by the Customer are as notified by Swift to the Customer from time to time. For more information about the price, invoicing and payment conditions for the VPN Products, see typically the Swift price list (latest version available on www.swift.com).

Article 5 - Warranties

- 5.1 If a third party ever makes a bona fide claim that the supply or permitted use of the VPN Products, in whole or in part, infringes its intellectual property rights, Swift undertakes to ensure that the Customer shall enjoy the benefit of any right or remedy granted to Swift by the manufacturer of the VPN Products or its licensors in respect of any such claim.
- 5.2 This Article 5 states the sole and exclusive rights and remedies of the Customer concerning the infringement of intellectual

property rights of third parties, or allegations of infringement.

- 5.3 WITHOUT PREJUDICE TO THE FOREGOING, AND EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, SWIFT DOES NOT GIVE AND SPECIFICALLY DISCLAIMS ANY WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE SUPPLY OR USE OF THE VPN PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY AS TO THE CONDITION, QUALITY, PERFORMANCE, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR PURPOSE OF THE VPN PRODUCTS.

Article 6 – Support and Maintenance

- 6.1 In the event of a problem regarding the supply or use of the VPN Products, the Customer must promptly notify one of the regional Customer Support Centres thereof. For more information about how to contact the regional Customer Support Centres and how Swift will handle any such notification, see the then current version of the Swift Support service description.
- 6.2 The maintenance service includes the upgrade of the VPN Products, including any software upgrade, as notified by Swift with reasonable advance notice. The Customer must use only that version of the VPN Products that is currently supported by Swift. In the event that the VPN Products need to be upgraded, the Customer must in particular follow any guidelines and other directions given by Swift to ensure that the VPN Products are duly and timely upgraded.
- 6.3 The maintenance service further includes the repair or replacement, at Swift's discretion, of the VPN Product if it fails to conform to the specifications.

Article 7 – Customer Responsibilities

- 7.1 The Customer must comply with any guidelines or instructions in force given by Swift regarding the use of the VPN Products. For more information about how to use the VPN Products, the Customer must in particular refer to the relevant service description and other documentation referred to therein (typically, the then current version of the relevant Alliance Connect service description). It is the responsibility of the Customer to access the then current version of the relevant service description and other documentation (whether in paper or electronic format) so as to be aware of and comply with all terms and conditions for the time being applicable to it in connection with the use of the VPN Products. To assist customers, Swift publishes various newsletters. These typically inform customers by email about the latest news, changes, known problems and solutions, and frequently asked questions.
- 7.2 Without prejudice to the other terms and conditions, the installation and use of the VPN Products is the sole responsibility of the Customer.
- 7.3 The Customer shall not re-export the VPN Products without Swift's prior agreement. In all cases, the customer must comply with all

relevant laws and regulations regarding the export, import, and use of the VPN Products.

Without prejudice to the generality of the foregoing, the Customer shall not, under any circumstances, re-export or otherwise transfer or use the VPN Products, in whole or in a part, to restricted countries such as Russia, Belarus, Iran, Cuba, Syria, North Korea, and any other countries that can be supplemented from time to time.

Any violation of this clause shall be considered a material breach of these terms and conditions that is incapable of remedy and would cause the automatic and immediate termination of these terms and conditions as per Clause 9.3(i).

This provision constitutes an essential provision of these terms and conditions. In the event of a breach of this provision, and without prejudice to any other rights or remedies available to Swift, the Customer shall pay Swift a penalty equal to either 100% of the price of the charges or fees for the supply of the VPN Products or 50% of the contract value, whichever is higher.

- 7.4 The Customer recognises the confidentiality of the VPN Products and its documentation, and agrees not to disclose it, in whole or in part, to a third party without the prior written approval of Swift.
- 7.5 The Customer must not assign, transfer, sub-license or sub-contract any rights or obligations in connection with the supply of the VPN Products or the provision of the maintenance service without Swift's prior written consent.
- 7.6 Upon termination of maintenance services with respect to or use of the VPN Products for any reason, the Customer must comply with Swift's instructions regarding disposition of the VPN Hardware associated with such VPN Products. Swift will issue any such instructions within 15 days of the termination of maintenance services or notification that the Customer ceases to use the VPN Products. Swift will bear any shipment charges in connection with Swift directed pick-up of the VPN Hardware, assuming the Customer follows Swift's instructions. If the Customer fails to properly and timely follow any such instructions, Swift reserves the right to charge the Customer the then current one-time fee for the VPN Products (or equivalent) concerned and the Customer must pay such amount to Swift.

Article 8 - Damages - Limitation of Liability

- 8.1 The Customer hereby recognises that the use of the VPN Products shall in no way deny or be regarded as a substitute for usual business prudence and practice.
- 8.2 Subject to the other provisions of Article 8, Swift accepts liability (whether in contract, tort or otherwise) to the Customer in connection with the supply or use of the VPN Products solely for direct damages or losses arising out

of Swift's default up to the amount paid by the Customer to Swift for the VPN Products.

8.3 Swift shall bear no liability for:

- any unforeseeable loss or damage (whether direct or indirect);
- any loss of business or profit, revenue, anticipated savings, contracts, loss of or corruption to data, loss of use, loss of goodwill, interruption of business, or other similar pecuniary loss howsoever arising (whether direct or indirect); or
- any indirect, special, or consequential loss or damage of any kind.

8.4 Swift shall under no circumstances be obliged to perform any obligation or have any liability to the extent resulting from:

- any unauthorised or improper downloading, possession, installation, access to or use of the VPN Products;
- the provision or use of services or products not supplied by Swift for use in connection with the VPN Products;
- any act, fault or omission of the Customer or a third party for which Swift is not responsible; or
- Force Majeure.

8.5 To have a valid claim, Swift must receive it within 12 months of the date on which the claiming Customer becomes aware of (or should reasonably have become aware of) the event giving rise to the claim.

8.6 Any limitation or exclusion of Swift liability applies except for fraud or gross negligence of Swift, or to the extent prohibited under applicable law.

8.7. Except if and to the extent exclusively caused by an act or omission of Swift, the Customer will hold Swift harmless and will indemnify and keep Swift indemnified from and against any and all actions, liabilities, claims, fines, demands, losses, damages, proceedings, costs, or expenses (including reasonable legal fees, costs, and expenses) suffered or incurred by Swift in connection with any claim (including any claim made by another customer) related to or in connection with the customer's possession or use of the VPN Products.

Article 9 - Term and Termination

9.1 These terms and conditions shall be binding on Swift upon Swift's confirmation of acceptance of the Customer's order for the VPN Products.

9.2 Either party may terminate the provision of the maintenance service of the VPN Products upon three (3) months prior written notice to the other party and without prior judicial intervention.

9.3 Either party is also entitled to terminate the maintenance service of the VPN Products immediately upon written notice to the other party and without prior judicial intervention if:

- i. that other party shall be in material breach of any obligation applicable to it and such breach either shall be incapable of remedy or shall continue unremedied for a period of 30 days after notice of the breach thereof shall have been given in writing to that other party;
- ii. that other party shall become insolvent or generally fail to pay, or admit its inability to pay, all or a substantial part of its debts as they become due, or shall apply for or be granted a moratorium; or
- iii. a receiver, manager, administrator or liquidator is appointed over the whole or any substantial part of that other party's business or assets, or any steps shall be undertaken to that effect.

9.4 Termination of Alliance Connect for any reason whatsoever shall automatically terminate the provision of any maintenance service of the VPN Products included in the terminated Alliance Connect connection.

9.5 In case of termination of the maintenance service of the VPN Products for any reason whatsoever, the Customer must immediately stop use of the VPN Products.

Article 10 - General

10.1 These terms and conditions together with the information set out on Swift's eOrdering service or other relevant contractual arrangements with Swift constitute the entire contract between the Customer and Swift for the supply of the VPN Products and the provision of the maintenance service. Any conflicting conditions in letters or other documents issued by the parties have no bearing thereon.

10.2 Any notice or other communication required or permitted under these terms and conditions shall, except as otherwise specified, be in writing and shall be personally delivered or sent by a means evidenced by a delivery receipt. Such notice or communication shall be effective upon receipt.

10.3 These terms and conditions shall be governed by Belgian law. Any claim brought by the Customer arising out of or in connection with the supply of the VPN Products or the provision of the maintenance service that cannot be settled by mutual agreement shall be subject to the exclusive jurisdiction of the competent court of Brussels, Belgium.