

Our Terms & Conditions

Last updated 12/02/2026

The Effective date for the current version of the Terms and Conditions is **12 April 2026**. This version applies to all new customers from the Effective date. We have provided two months' notice of these changes to our existing customers in accordance with the Terms and Conditions. Customers who registered before this date can access the previous version of the [Terms and Conditions](#).

Welcome to TransferGo

1. Introduction

1.1. TransferGo Ltd ('TransferGo') operates services that allow you to set up a multi-currency account, transfer money, and make foreign currency payments internationally through our website, www.transfergo.com and our mobile application (the 'Services').

These terms and conditions, together with our [Privacy Policy](#) and any other documents or additional terms they expressly incorporate by reference (collectively, these 'Terms and Conditions' or "Agreement"), govern your access to and use of our website ('Site' or 'website'), our mobile application ('App') and your use of the Services.

1.2. Our Services include, but are not limited to:

- a) Multi-currency accounts (if you choose to open one)
- b) Money transfers
- c) Currency exchange

1.3. All references to 'our', 'us' or 'we' within these Terms and Conditions are deemed to refer to TransferGo and include, where applicable, employees, directors, successors, affiliates, and assigns.

1.4. All references to 'you' or 'your' within these Terms and Conditions refer to the user of our Service, whether as a client of TransferGo, Senders, or Receiver (defined in Section 6.1), or visitors to our website or mobile application.

1.5. Your use of the Site, App, and Services (including accessing, browsing or registering to use the Site) confirms your unconditional agreement to be bound by these Terms and Conditions and is subject to your continued compliance with them.

1.6. By using the website, App, and Services, you accept and agree to be bound by and comply with these Terms and Conditions and our [Privacy Policy](#) referenced herein. If you do not agree to these Terms and Conditions, you must not access or use the website, App, register with us, or use the Services.

1.7. We reserve the right to revise these Terms and Conditions at any time by amending this Site. Your continued use of the Site after any such amendments are published will be considered acceptance of the amended Terms and Conditions. Updated Terms and Conditions will supersede all previous versions.

1.8. This Agreement starts when you register with us and will continue until it's terminated by you or by us.

2. About us

2.1. TransferGo is a company incorporated under the laws of England and Wales with company number [07914165](#). Our registered office is The Bower, 207 Old Street, EC1V 9NR, London, United Kingdom. This office is not publicly open to you or other members of the public.

2.2. TransferGo is an authorised electronic money institution (EMI) authorised by the Financial Conduct Authority (FCA) under the Electronic Money Regulations 2011 (EMRs) and the Payment Services Regulations 2017 (PSRs) (Firm reference number: [991295](#)) to issue electronic money and provide payment services.

3. Accessing the Service

3.1. In order to access and use the Site, App and our Services, you must be at least eighteen (18) years old, or the age of majority in your province or territory of residence.

3.2. You must have the ability to enter into legally binding contracts under applicable law, including local laws in the jurisdiction where you live. We may ask you at any time to show proof of your age.

3.3. As a User, you must be able to enter into legally binding contracts under applicable law, including local laws in your jurisdiction.

3.4. You confirm that you use our Services for personal purposes and not for business accounts or activities. If you need a product or service specifically for business use, please visit our business terms and conditions

3.5. We are not obliged to process any particular transaction. When you submit a transaction request, you are requesting that we process the transaction on your behalf and consent to its execution, which request we may, at our sole discretion, accept or reject.

3.6. You may withdraw your consent to execute a transaction at any time before we receive it. However, we might not be able to cancel a transaction that has already been executed. You may also withdraw consent to execute a series of transactions, in which case all future transactions become unauthorised.

3.7. If a transaction is initiated by or through the Receiver, the Sender cannot revoke the transaction request once they have given the Receiver consent to execute it.

3.8. We may, at our sole discretion, refuse or cancel any transaction request or impose limits on the Transaction Amount (defined in Section 6.2). We may do so either on a per-transaction basis or on an aggregate basis, and may apply to one set of registration details or one Payment Instrument (as defined in Section 7.1) or related sets of registration details or Payment Instruments.

3.9. In such cases, we will notify you promptly of our decision and refund the Transaction Amount received by us, provided that we are not prohibited by law from doing so.

3.10. When making a payment for a money transfer in a currency other than British pounds (GBP), you may be interacting with TransferGo's sister company, UAB TransferGo Lithuania. In such cases, your funds will be held in accordance with the regulations and licences that apply to UAB TransferGo Lithuania.

3.11. To access certain Services, such as the Invite a Friend Programme, you may be asked to agree to additional terms and conditions.

4. Using the Service

4.1. You don't need to create a TransferGo profile to visit or use most areas of our website or App. However, to use the Service and access restricted areas of our website and or App, you will need to register and set up a profile with us (your 'Profile'). If during registration you provided a name and surname that do not match your identification documents submitted to us, you agree that we will autocorrect your details according to your identification documents.

4.2. Your use of the Service requires a Profile. You are solely responsible for your Profile and the maintenance, confidentiality, and security of your Profile, including all passwords and passcodes related to it, as well as any —whether initiated by you or by others who gain access to your Profile with or without your permission.

4.3. You must: (i) change your password and/or passcode regularly and ensure that they are not used across other online accounts; (ii) contact us if anyone asks for your TransferGo password and/or passcode; (iii) always follow recommended password and/or passcode management practices; (iv) set up two-factor authentication where prompted; (v) keep your email account secure. You may reset your Profile password and/or passcode using your email address. Let us know immediately if your email address becomes compromised.

4.4. You must not i) disclose your TransferGo Profile password, passcode, or customer reference number. Keep them safe; ii) allow anyone to access your TransferGo Profile or watch you access it; iii) use any functionality that allows your login details, passwords, or passcode to be stored by the computer or browser you are using, or otherwise cached; iv) do anything that may compromise the two-factor authentication process.

4.5. You must ensure that you only enter your TransferGo username, password, and/or passcode on our official App (downloaded from the iOS App Store, Android Google Play, or Huawei AppGallery store) or, if via a browser, at <https://www.transfergo.com/>. Be aware that fraudsters may send emails and SMS messages containing links to fake login portals designed to phish your login information and two-factor authentication details. Additionally, criminals may place malicious advertisements on search engines that lead to fake websites impersonating trusted businesses, including TransferGo.

4.6 Additional Security Measures

4.6.1. Always verify the URL of the website before entering your login credentials. The secured TransferGo website always begins with "https://" and displays a padlock icon in the address bar.

4.6.2. Be cautious of any unsolicited communications asking for your TransferGo Profile details or directing you to log in. TransferGo will never ask you to disclose your full password, passcode or two-factor authentication code.

4.6.3. Regularly check your TransferGo Profile and TransferGo Multi-currency Account activity and transaction history. Report any suspicious or unrecognised transactions to our Customer Support team immediately.

4.7. You agree to immediately notify TransferGo, if you suspect you have fallen victim to a scam or if there is any unauthorised use of your Profile, any service provided through your Profile, or any password and passcode related to your Profile. You also agree to provide assistance as requested to stop or remedy any breach of security related to your Profile. You can reach our support team through the "Contact Us" section of our website or App, or by emailing to hello@transfergo.com.

4.8. You agree to provide accurate, current, and complete customer information as requested by us from time to time and to promptly notify us of any changes to this information to ensure that it remains accurate, current, and complete.

4.9. You don't need a TransferGo Multi-currency Account to make money transfers with us. You can use these services when you log into your TransferGo Profile, subject to our terms.

4.10. If you use our Services solely to make money transfers or maintain a profile with TransferGo without a TransferGo Multi-currency Account, you agree to this Agreement each time you use our service in this way. When you open a TransferGo Multi-currency Account, this Agreement applies to that TransferGo Multi-currency Account while it is open.

4.11. When you make a transfer with us, it is your responsibility to make sure that all transfer details are complete, accurate, and correct (including, without limitation, the Recipient's and their banking details). We may not always be able to let you change the details of your transfer once submitted for processing, and they will be treated as correct (even if a mistake was made). You may be entitled to a refund in certain circumstances, and you can cancel a valid transfer at any time while it is pending. If you provide incorrect information with your payment instructions, we will use reasonable efforts to recover the funds for you, but this is not guaranteed, and we may need to charge you a fee for that.

4.12. You must notify us by sending an email to hello@transfergo.com of any unauthorised or incorrectly initiated, or executed payment transactions as soon as you become aware of them, and no later than 13 months after the debit date, in order to be entitled to have the error corrected.

4.13. On 7 October 2024, the Payment Services Regulator (PSR) introduced reimbursement rules to ensure banks and other payment firms in the UK treat victims of Authorised Push Payment fraud (or APP fraud) consistently. You may be entitled to a refund if you've been a victim of an APP scam.

An APP scam happens when:

- You meant to send money to a particular person, but you were deceived or manipulated into sending money to someone else, or
- You sent money to someone for what you believed was a genuine purpose, but it was actually fraudulent.

We've set out some information on what the reimbursement rules cover and don't cover, along with the steps involved in raising a claim on our [help page](#).

5. TransferGo Multi-currency Account

5.1. Your TransferGo Multi-currency Account ("TransferGo Account", "Account") allows you to hold, spend, send, receive, and exchange multiple currencies. The available currencies may change from time to time at our discretion.

5.2. To complete your TransferGo Account opening process, you need to make or receive an initial deposit of any amount in a supported currency.

5.3. The funds held in your TransferGo Account do not expire and are issued in accordance with the EMRs.

5.4. The funds held in your TransferGo Account do not earn interest or any returns.

5.5. The funds held in your TransferGo Account belong to you as the registered TransferGo Profile holder.

5.6. You may not place any charge or other form of security over your TransferGo Account.

5.7. We may provide you with account details that can be used to receive funds from third parties. These account details are not the number for a bank account held by you but rather a means to receive funds into an account held by TransferGo.

5.8. Your transaction history is displayed on your TransferGo Profile. You may view your money transfer statement and/or TransferGo Account statement by logging into your TransferGo Profile.

5.9. You can add money to your Account by:

5.9.1. Using local or international bank transfer methods from a bank account in your name. Your bank may charge a fee for the transfer,

5.9.2. Using our open banking partners, where they (such as Tink) are authorised to provide access to your accounts with other providers and make payments from them to us. If you choose to use this feature, you must enter your account access details accurately to complete payment and comply with any terms and conditions you agreed to with our open banking partners

5.9.3. Permitting a third party or another TransferGo account user to send money to your TransferGo Account.

5.9.4. When you make or receive international transfers to your Account through us, you may be provided with a virtual IBAN (vIBAN). An IBAN (International Bank Account Number) is a unique identifier used for international payments. You can access information on vIBANs, including how they are issued and managed, [here](#).

5.10. When we receive the money, we'll add the equivalent value of e-money to your Account (less any applicable charges).

5.11. We might not add money to your Account if:

- Your Account has reached the maximum balance or Account limits.
- Your Account is inactive or blocked.
- A third party or another TransferGo account user has not given correct/valid TransferGo account details for your Account.
- We suspect fraudulent activity on your Account;
- Your Account is closed, or
- Doing so is prohibited by applicable laws.

5.12. If any of the above situations apply, we may return the money to the sender without notifying you, after deducting any fees we deem necessary.

6. Payment

6.1. Our Service allows you (the "Sender" a private individual who intends to send funds through the transfer) to send money from any of the countries in which we operate (the "Supported Countries") to any person or business in the same or another Supported Country (the 'Receiver').

6.1.1. Please note that we are constantly expanding the list of Supported Countries. For the most up-to-date list, please check our calculator on the website or App.

6.1.2. TransferGo reserves the right to cease providing the Services in any of the Supported Countries at any time without prior notice.

6.2. To transfer money to a Receiver, you will need to provide payment instructions through the Service. This will include, but is not limited to, the Receiver's full name, address, account

number, Bank Identifier Code (“SWIFT” or “BIC”), “Reference” (if applicable), and the amount you wish to send (the “Transaction Amount”).

6.3. While we may offer “confirmation of payee” services for certain payments, the final decision on whether to proceed with those payments rests solely with you. These services are designed to help you make a more informed choice. However, the information provided through this service comes from the institution holding the payee's account, not from us. Therefore, we cannot guarantee its accuracy.

6.4. It is solely your responsibility to make sure all the transaction details are accurate before submission.

6.5. Providing inaccurate details can cause delays in processing your transaction or lead to it being cancelled. Once a transaction has been submitted for processing, TransferGo may, at its sole discretion, attempt to cancel a transfer at your request, but cannot guarantee success if a transfer has been duly authorised and submitted (please refer to the ‘cancellation and refund’ section).

6.6. Before you confirm a transaction, we will provide you with the foreign exchange conversion rate that will be applied, along with the fee we will charge (the ‘Transaction Fee’).

6.7. We will also provide you with the estimated amount the Receiver will obtain (the ‘Payout Amount’) after currency conversion and Transfer Fee deduction.

6.8. The actual amount that the Receiver gets may differ from the Payout Amount due to additional fees applied by banks or other service providers. Please see the section ‘Other fees, charges, and interest’.

6.9. Once you initiate a transaction, we will generate a unique transaction identification number and provide you with funding instructions, including our bank account details, or request your card details (if that is your chosen payment method), so that you can deposit the Transaction Amount and pay us the required Transaction Fee.

6.10. The funds will be paid into the Receiver's bank account in the Supported Country stated in the online form. Once your transfer has been accepted and the Transaction Amount and Transaction Fee received by TransferGo, we will credit the Transaction Amount into the Receiver's bank account in the requested currency and within the chosen delivery time.

6.10.1. We will not contact the Receiver when the funds become available in their account.

6.10.2. We will store the provided Receiver information so you can easily make transactions to them in the future.

6.10.3. We will attempt to process transactions promptly, but they may be delayed or cancelled for a number of reasons, including, but not limited to: our efforts to verify your identity; to validate your transaction instructions; to contact you; to comply with applicable law; variations in business hours and currency availability; additional compliance requirements or/and operating procedures and business guidelines our partners have in place.

6.10.4. Delivery times quoted on our website and in these Terms and Conditions are representative of the 'normal' / average service and are not a guarantee of an individual Service or transaction time.

6.10.5. 'Business Day', for the purpose of these Terms and Conditions, means a day other than a Saturday, Sunday or public holiday in the United Kingdom, or in the Sender's/Receiver's jurisdiction when banks are open for business.

6.10.6. Banks have specified cut-off times for the receipt and dispatch of electronic payments. You acknowledge and agree that TransferGo cannot be held liable for any delay in onward payment attributable to the late arrival of funds or instruction of payment related to these cut-off times of the designated bank.

6.10.7. If you notice that funds that do not belong to you have been credited to your Account, you must inform us immediately. If any amount is incorrectly credited to your Account, we may debit it without your separate consent. If you no longer have the funds in your Account to cover such a debit, you must repay us within three Business Days of receiving our request. If you fail to cooperate and refund the funds, TransferGo will take legal and enforcement action.

6.10.8. We keep your money safe. We partner with financial institutions that hold the funds of customers separately from our own funds in accordance with applicable regulations. This is known as safeguarding. As your funds are safeguarded, on the insolvency of an institution, claims of e-money holders or payment service users are paid from the asset pool formed from these funds in priority to all other creditors (excluding the costs involved in distributing the asset pool), you (and all our other customers) would be paid out from any accounts safeguarded by our financial institution partner before anyone else. This process would be handled by an insolvency practitioner, not by us. Because we are a digital payment service, not a bank, your money is not protected by the FSCS (Financial Services Compensation Scheme, which protects up to £120,000 of your money). Instead, we use a safeguarding approach by separating your money from our own funds. For further information on how we look after your money, please visit our [Help Centre](#).

7. Your payment details

7.1. We will ask you to provide details of the Payment Instrument you wish to use, such as your credit card, debit card, or bank account (your "Payment Instrument") so that we can collect payment from you when you initiate a transaction.

7.2. You authorise us to debit your chosen Payment Instrument with the Transaction Amount and Transaction Fee. You represent and warrant that you are the lawful owner of this Payment Instrument (s) and that the details you supply are accurate.

7.3. If your payment fails or is insufficient, you authorise us to re-try one or more times to debit your selected Payment Instrument.

7.4. Both you and the Receiver will only act on your own behalf. You may not submit an instruction or receive a transaction on behalf of a third person.

7.5. TransferGo will take no responsibility for any fees or charges you may incur for using a particular Payment Instrument. These may include, but are not limited to, unauthorised overdraft fees resulting from insufficient funds in your bank account or 'cash advance' fees and additional interest imposed by credit card providers should they treat the use of the Service as a cash transaction rather than a purchase transaction.

8. Exchange rates

8.1. We will let you know the applicable exchange rate: (i) when you place your payment order if it is a guaranteed rate payment order; or (ii) when we have received your payment, if it is a non-guaranteed rate payment order.

8.2. "Exchange rate" in the Terms and Conditions refers to the exchange rate at the relevant time for the relevant currency pair that is offered by us, which is typically provided by a reference rate provider. We may change our reference rate provider from time to time without providing you notice.

8.3. We will notify you of the guaranteed rate and the guaranteed time period when you create your transfer. Guaranteed periods are subject to the following conditions:

8.3.1. The period may be extended if your transfer is created over the weekend or public holiday.

8.3.2. We must receive sufficient funds from you during the guaranteed period in order to convert your money at the guaranteed rate. You will see when we have received your money by logging into your TransferGo Profile.

8.3.3. If we receive your funds after the guaranteed period, we will not be able to convert your money using the guaranteed rate, and your transfer will become a non-guaranteed rate transfer. Accordingly, we may convert your money at the applicable exchange rate or email you to ask whether you want to proceed with your transfer at the new exchange rate.

8.3.4. If the relevant exchange rate (as provided by our reference exchange rate provider) changes by 5% or more during the guaranteed period, we can, at our own discretion, suspend your transfer for a reasonable period of time or cancel it and refund you.

8.3.5. We may change these guaranteed rate conditions or suspend the guaranteed rate feature at any time.

8.4. The total amount (the Transaction Amount, Transaction Fee, and other applicable fees and charges) to be paid and the relevant exchange rate will be displayed clearly on the website before you are asked to confirm your transaction. Proceeding with the transaction from this point is entirely optional.

8.5. This exchange rate will apply even when there is a delay in processing your transaction.

8.6. We are not a currency-trading platform. Therefore, you should not use our Services for any kind of trading. If we determine that you are using our Services for this purpose, you will have broken these Terms and Conditions, and we reserve the right to (i) cancel the transaction and refund your payment; (ii) suspend or close your TransferGo Profile and/or TransferGo Account and seek disgorgement of your gains.

9. Other fees, charges, and interest

9.1. If your transaction results in TransferGo becoming liable for fees or charges, such as chargeback or other fees, you agree to reimburse us. For the avoidance of doubt, we also reserve the right to deduct such fees from your TransferGo Profile and/or TransferGo Account.

9.2. If you selected a pay-in method that gives you chargeback rights (for example, you may ask your card provider to reverse a transaction on your credit card), you promise that you will only exercise this chargeback right if: we have breached these Terms and Conditions; or i(ii) there was unauthorised use of your Payment Instrument.

9.3. You promise that you will not exercise your chargeback right in instances where we are not responsible, including a dispute with your Receiver, or if there are insufficient funds in your Payment Instrument. If we need to investigate or take any actions in connection with a chargeback raised by you, we may charge you for the costs involved and deduct this amount from your TransferGo Profile and/or TransferGo Account.

9.4. In order for us to collect payment from you, you authorise us, in accordance with any requirements under applicable law, to access, charge, or debit funds from, any of your Payment Instruments.

9.4.1. For example, if there are insufficient funds in your bank account at the time you submit your transaction, we may try to debit your bank account, in accordance with applicable laws and rules, or charge your credit card at a later time.

9.4.2. TransferGo is not responsible for any charges applied by the Receiver's bank resulting from the receipt of funds.

9.5. You should contact the Receiver's bank directly for details about any charges that may be applicable to the transaction.

9.6. TransferGo will take no responsibility for any fees or charges you may incur by the use of a particular Payment Instrument to fund a transaction. These may include, but are not limited to, unauthorised overdraft fees resulting from insufficient funds in your bank account; or 'cash advance' fees and additional interest imposed by credit card providers should they treat the use of the Service as a cash transaction rather than a purchase transaction.

9.7. You will not be entitled to any interest for the period during which the funds to be remitted are with the bank, pending remittance, in the course of remittance, or for any other

period. TransferGo may, at any time and at our sole discretion, limit the transfer amount to, either on a per-transaction basis or on an aggregated basis.

9.8. On certain occasions, intermediary bank fees may be applicable. In such cases, TransferGo may refuse to cover the fees. TransferGo is not liable for covering fees imposed by the Receiver's bank.

9.9. You must always maintain a zero or positive balance in your TransferGo Account. If your balance becomes negative, you agree to repay the negative amount immediately. We may take steps to recover this amount, including, but not limited to, using a debt collection service or taking legal action.

10. Cancellation and refund

10.1. You may cancel your money transfer before we receive your funds by following the instructions set out in our [Help Centre](#). You cannot cancel your money transfer once your funds have been received and the transfer initiated.

10.2. If you exercise your right to cancel under this clause, we may apply a cancellation fee. If you wish to cancel a transaction and/or request a refund, you can send an email to hello@transfergo.com. Alternatively, you can contact us via the contact information supplied at the bottom of the Terms and Conditions.

10.3. We will consider your request for a refund (submitted by email mail or by phone) if we are able to identify you as the Sender.

10.4. For us to identify you, you must contact us from your registered email address, and provide your full name, address, and phone number, together with the transaction identification number, Transaction Amount, and the reason for your refund request. We will credit back any refunds to the Payment Instrument from which the transaction was made, and in the same currency unless we cannot identify the Sender's bank account.

10.5. If we cannot identify the Sender's bank account, we will contact the Sender and ask them to provide the same currency bank account details in order to refund the transfer.

10.6. For successful revocations, TransferGo will normally refund your money to the Payment Instrument from which the transaction was made, and in the same currency, excluding any reasonable revocation, recall, or tracing charges and any Transaction Fees already charged. No adjustment will be made for any currency fluctuations that may have occurred. We will only refund the Transaction Amount if the transaction was not paid out to the Receiver (in which case we will also cancel your pending transaction).

10.7. In circumstances where the Sender wants to recall a payment that has already been credited to the Receiver's bank account, they may do so. However, TransferGo cannot guarantee cancellation will be successful.

10.8. In those circumstances, we would make reasonable efforts to recover the funds. We may charge you a fee reflective of our efforts. However, there is no guarantee that the cancellation will be successful.

10.9. You may recover the full amount of executed transfers initiated by or through the Receiver, if: (i) a precise amount was not specified when the transfer was authorised; and (ii) the transfer amount exceeds what could have been reasonably expected of you. We will request information regarding these conditions. You can request a refund within eight weeks of the debit date, and we repay the full amount within 10 working days. If we refuse your request, we will explain why and specify the procedure for appealing against this decision.

10.10. Where we have a legitimate reason to believe that your Account has received, sent, or been involved in transactions that are fraudulent, unlawful, or in violation of these Terms and Conditions, we reserve the right to immediately and unilaterally suspend, freeze, or otherwise restrict access to your Account, with or without notice, while an internal and/or external investigation is carried out. If, during or following this investigation, the suspicion remains substantiated, or regulatory/legal obligations require it, the restriction may be extended until a final decision is reached, including the potential termination of the business relationship in accordance with these Terms and Conditions and applicable law.

During any suspension or freezing period:

- No outgoing transactions will be processed;
- Incoming transactions may be rejected, delayed, or returned to the sender, and will not be credited to your Account until restrictions are lifted;
- Payments with discrepancies in the payee name may be refused.

10.10.1. If we, in our sole discretion and acting in good faith, reimburse any third party (such as a fraud victim, card scheme, or payment service provider) due to unlawful or unauthorised transactions linked to your Account, you agree that:

- Any current or future funds received into your Account may be used by us to recover the reimbursed amount;
- We will automatically deduct such funds until the negative Account balance caused by the reimbursement has been cleared;
- You remain liable to us for any unrecovered balance if sufficient funds are not received;
- In the event we receive a bank recall or chargeback instruction related to a transaction involving your Account, and we contact you for information or confirmation, your Account will be debited to fulfill the bank recall if no response is received or the response is insufficient within five (5) business days of our notification.

10.10.2. If funds are received into your Account after the negative balance has been cleared, we may:

- Return excess funds to the original Sender (payer), where possible and lawful to do so;
- Permanently close your Account to prevent further misuse or financial crime risks.

10.10.3. We may take any of the actions described in this clause without prior notice if necessary to comply with applicable laws, regulatory obligations, or to prevent harm. You agree that such actions are appropriate and proportionate responses to misuse or suspected fraud.

10.10.4. We may report suspected criminal activity, financial crime, or possession of criminal property to the relevant authorities, including but not limited to the UK National Crime Agency (NCA), and will comply with all applicable requirements under the Proceeds of Crime Act 2002 (POCA), the Money Laundering Regulations, and relevant FCA rules and guidance.

11. Collection of information

11.1. United Kingdom (“UK”) law requires all financial institutions to obtain, verify, and record identifying information about all their customers. We may therefore be required to request personal identifying information from you, and we may also legally consult other sources to obtain this information.

11.2. We may be required to request personal identifying information from you, and we may also legally consult other sources to obtain this information in accordance with our obligations under the Money Laundering Regulations 2017 and any other applicable laws of the UK or of the country from which funds are transferred or received.

11.3. We may require the following means of verification: photographic evidence of your identity, such as a copy of your passport or other form of identification, proof of residence, and/or proof of source of funds.

11.4. We reserve the right to request the above-mentioned documents from you, as well as other supporting information.

11.5. We are required to verify your personal details in order to confirm your identity and may do so through a recognised verification agency. We may also disclose your personal information to a credit reference agency and fraud prevention agency, both of which may keep a record of it.

11.6. This is strictly to confirm your identity. A credit check will not be performed, and your credit rating will not be affected. All information provided by you will be treated securely and strictly in accordance with the UK GDPR and Data Protection Act 2018.

11.6.1. For further details on data protection and how we handle your information, please see our [Privacy Policy](#). You can request more information about data processing by emailing: dpo@transfergo.com.

11.6.2. We may be required by law to provide information about you, your use of the Service, and your instructions to government or other competent authorities, institutions, and business partners, including auditors or/and debt-collection offices as described in our Privacy Policy.

11.7 In addition to the checks we perform on Senders, we may, at our discretion, need to check other parties involved in a particular transaction. This may include but is not limited to, checks on Receivers. These are conducted to comply with applicable laws, regulations, and our internal risk management policies.

12. Technology configuration and security

12.1. You are solely responsible for ensuring that your information technology, computer programs, mobile devices, and platforms are properly configured to access and use our Services. This includes but is not limited to, having compatible hardware, software, internet connectivity, and up-to-date security measures.

12.2. While we strive to maintain the highest standards of security and functionality, we cannot guarantee that our Services will be free from bugs, viruses, or other technological issues. It is your responsibility to implement sufficient procedures and virus checks (including anti-virus and other security checks) to satisfy your particular requirements for the accuracy of data input and output.

12.3. We strongly recommend that you regularly update your devices, use reputable anti-virus software, and follow best practices for online security to protect yourself while using our Services.

12.4. TransferGo shall not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data, or other proprietary material due to your use of our Services, or due to downloading any content from our website, App, or on any website linked to them.

12.5. You should use your own virus protection software. We cannot and do not guarantee or warrant that files available for downloading from our website or App will be free of infection by viruses, worms, Trojan horses, or other code that has contaminating or destructive properties.

13. Limitations of liability

13.1. We will provide the Service with reasonable care and diligence.

13.2. We will endeavour to make the Service available except in instances of planned maintenance, for which we will give 24 hours' notice via our website, mobile application or by alerting you through the Service.

13.2.1. For unscheduled maintenance during normal business hours (UK time) or otherwise, we will endeavour to give you advanced notice via our website, mobile application or by alerting you through the Service.

13.3. Due to the nature of the internet, technology and cooperation with third-party providers, the Service is provided on an 'as available' and 'as is' basis. This means that we are unable to promise that your use of the Service will be uninterrupted, without delays or error-free. We give no commitments relating to the performance or availability of the Service and, to the extent we are able to do so, we exclude any commitments that may be implied by law.

13.4. We are not responsible, to the extent permitted under any applicable law, for any delays in performing transactions or any other obligations if caused by circumstances beyond our control, such as changes in the law, withdrawal of a foreign currency, strikes or labour disputes, imposition of sanctions over a beneficiary or natural disasters.

13.5. We will notify you as soon as we can if we are unable to perform a transaction for any of these reasons, and will take reasonable measures to secure the return of any money.

13.6. In the event that we make a payment transfer that is not in accordance with your instructions (for example, we send the transfer to the wrong Receiver), we will refund you that payment in full.

13.7. For security reasons, we recommend that you only send money through our Service to people you know personally.

13.8. If you choose to pay third parties for goods and services using the Service, you acknowledge that TransferGo has no control over, and is not responsible for, the quality, safety, legality, or delivery of such goods or services, and that any such use of the Service is entirely at your own risk.

13.9. In case of an unauthorised payment or a payment that was incorrectly executed due to our error, we shall, at your request, immediately refund the payment amount, including all fees deducted. This shall not apply: (i) where the unauthorised payment arises from your failure to keep your account details safe; (ii) if you have acted fraudulently; (iii) if you have intentionally or by gross negligence failed to comply with the terms of this agreement; (iv) if you fail to notify us as soon as possible of the loss of your password, passcode, or of any other events that could reasonably be expected to compromise the security of your account.

14. Licence to use the website and the App

14.1. You may view, download for caching purposes only, and print pages from our website or App, provided that:

14.1.1. You don't republish (including republication on another website),, reproduce or store material in any public or private electronic retrieval system.

14.1.2. You must not reproduce, duplicate, copy, sell, resell, visit, or otherwise exploit our website, App, or material from such for commercial purposes without our express written consent.

14.2. We grant you a limited, non-exclusive, non-transferable, revocable licence to download, install, and use our App for your personal, non-commercial use on a device owned or controlled by you, subject to these Terms and Conditions.

14.3. You acknowledge that these Terms and Conditions are between you and TransferGo, not with the app store (e.g., Apple App Store, Google Play Store or Huawei AppGallery) from which you downloaded our App. The app store is not responsible for our App or its content.

14.4. You agree that we may automatically update the App and change the provided Service to improve performance, enhance functionality, reflect changes to the operating system, or address security issues. Alternatively, we may ask you to update the App for these reasons.

14.5. You agree not to, and you will not permit others to:

14.5.1. License, sell, rent, lease, assign, distribute, transmit, host, outsource, disclose, or otherwise commercially exploit the App or make it available to any third party.

14.5.2. Modify, make derivative works of, disassemble, decrypt, reverse compile, or reverse engineer any part of the App.

14.5.3. Remove, alter, or obscure any proprietary notice (including any notice of copyright or trademark) of TransferGo or its affiliates, partners, suppliers, or the licensors of the App.

14.6. The App may display, include, or make available third-party content or services. You acknowledge and agree that TransferGo is not responsible for such content or services.

14.7. We may terminate your use of the App and access to the Service at any time without notice if you violate these Terms and Conditions.

14.8. We do not represent the availability of our app in any particular location. If you choose to access our App, you do so on your own initiative and are responsible for compliance with any applicable laws.

14.9. You are responsible for any mobile charges that you may incur while using our App, including text messaging and data charges. If you're unsure what those charges may be, ask your service provider before using the App.

14.10. The App is provided on an 'as is' and 'as available' basis without warranties of any kind.

14.11. You acknowledge that the security and proper functioning of the App depend on the use of an up-to-date, unmodified, and secure operating system. By using the App on a device running an outdated operating system or on a device that has been rooted, jailbroken, or otherwise modified, you accept that such use may expose the device and your data to increased security risks. We shall not be liable for any losses, damages,

unauthorised transactions, or security breaches arising, directly or indirectly, from your use of the App on an outdated, rooted, jailbroken, or otherwise compromised device.

15. Force majeure

15.1. TransferGo will not be held liable for any act, event, or circumstance that is not reasonably within its control (“Event of Force Majeure”). This only applies if, (i) despite exercising reasonable diligence, TransferGo cannot prevent, avoid, or remove the Event of Force Majeure; or (ii) the effects of the Event of Force Majeure materially and adversely impair TransferGo’s ability to fulfill its obligations despite all reasonable precautions, due care and alternative measures.

16. Intellectual property rights

16.1. The TransferGo website, App, Service, content, and all intellectual property, software, and databases relating to them and contained in them belong to us. This includes but is not limited to copyrights, patents, database rights, trademarks and service marks, and any other intellectual property rights that subsist in the design, layout, processes, functions, data, and content of our website and mobile application. We give you permission to use these materials for the sole purpose of using the Service in accordance with these Terms and Conditions.

16.2. All rights, title, and interest in and to the TransferGo website, App, and the Service shall remain our property.

16.3. The TransferGo website, App, and Service may only be used for the purposes permitted by these Terms and Conditions or described on the website and/or App. You are authorised to view and retain a copy of the content on the website and/or App for your own personal use. You may not duplicate, publish, modify, create derivative works from, participate in the transfer or sale of, post on the internet, or in any way distribute or exploit the TransferGo website and/or App, Service, or any portion thereof for any public or commercial use without our express written permission.

16.4. We allow you to download our App (including any updates) from our website or via an app store on your mobile devices so that you can access and use the Service in accordance with the Terms and Conditions. We, therefore, grant you a non-exclusive, personal, non-transferable licence for this sole purpose.

16.5. Your right to use the Service is personal to you and is non-transferable.

16.6. TransferGo retains full and complete ownership of the granted rights, the right to dispose of them, and to freely grant licences thereof to whoever it chooses.

16.7. You do not have the right to use the ‘TransferGo’ name or any of the ‘TransferGo’ trademarks, logos, domain names, or any other distinctive brand features beyond what is permitted in these Terms and Conditions.

16.8. No part of our website, App, its content, or any of its underlying software and databases may be copied or reproduced, shared with third parties, reverse engineered, reverse assembled, or used to create any derivative work (whether in physical or electronic form) without the prior written consent of TransferGo.

16.9. You may not remove or alter any copyright, trademark, or other proprietary notice or legend displayed on the TransferGo website (or printed pages of the website).

16.10. You agree to indemnify and hold TransferGo harmless from any claims, damages, liabilities, costs, and expenses (including reasonable legal fees) arising from the violation of any third party's intellectual property rights in connection with your use of the TransferGo website, App, and Service.

16.11. Third-party materials

16.11.1. Our website, App, and services may include or provide access to software, content, data, or other materials, including related documentation, owned by parties other than TransferGo ("Third-Party Materials").

16.11.2. All Third-Party Materials are the property of their respective owners and licensors. Your use of Third-Party Materials is subject to any licence agreements or other terms and conditions that the third party imposes. TransferGo does not grant you any rights to use such Third-Party Materials.

16.11.3. TransferGo makes no representations or warranties about the accuracy, completeness, or quality of any Third-Party Materials and expressly disclaims all such warranties to the fullest extent permitted by applicable law.

16.11.4. You acknowledge that TransferGo is not responsible for and does not endorse any Third-Party Materials. You use all Third-Party Materials at your own risk.

16.11.5. If you access or use any Third-Party Materials, you agree that TransferGo is not liable for any loss or damage you may suffer as a result.

16.11.6. The intellectual property provisions in the Terms and Conditions shall survive the termination or expiration of these terms.

17. Acceptable use

17.1. By using our website, App, and/or Services, you are agreeing to these Terms and Conditions. If you do not agree, you should not use our website, App, or Services.

17.2. When using our Service you must not:

17.2.1. Create more than one TransferGo Profile and more than one TransferGo Account.

17.2.2. Engage in any illegal activity or violate any local, state, national, or international law.

17.2.3. Conduct or engage in any fraudulent, abusive, or illegal activity, including, but not limited to: money laundering, terrorist financing, fraudulent transactions, and transactions related to illegal goods or services.

17.2.4. Engage in any commercial activity without registering and creating a TransferGo Business Profile.

17.2.5. Attempt to gain unauthorised access to our systems, other users' accounts, or any related networks.

17.2.6. Attempt anything that could damage, disable, overburden, or impair our servers or networks.

17.2.7. Use any robot, spider, crawler, scraper, or other automated means to access our website, App, or Service.

17.2.8. Collect or harvest any personal information from other users of our Services.

17.2.9. Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.

17.2.10. Circumvent, disable, or otherwise interfere with any security-related features of the Service.

17.2.11. Give any false or misleading information in your TransferGo Profile.

17.2.12. Permit another person to access or use the Service under your name or on your behalf unless you are a business and such person is authorised by you.

17.2.13. Engage with the Service in any way if we have suspended or banned you from using it.

17.2.14. Modify, interfere, intercept, disrupt, or hack the website, App, or Service.

17.2.15. Take any action that imposes or may impose an unreasonable or disproportionately large load on our infrastructure.

17.2.16. Engage in any form of market manipulation, including, but not limited to: attempting to artificially influence currency exchange rates; engaging in arbitrage or other practices intended to take unfair advantage of our Services.

17.2.17. Attempt anything that results in or may result in complaints, disputes, reversals, chargebacks, fees, fines, penalties, or other liability to TransferGo, other users, third parties, or yourself.

17.2.18. Misuse the Service by knowingly introducing viruses, Trojans, worms, logic bombs, or other material which would harm the Service, system, data, information, or any other user's own equipment, (together, this list forms our 'Rules of Acceptable Use').

17.3. Failure to comply with the Rules of Acceptable Use constitutes a serious breach of the Terms and Conditions and may result in our taking any of the following actions (with or without notice):

17.3.1. Immediate, temporary, or permanent withdrawal of your right to use our Service, or the closure of your TransferGo Profile and/or TransferGo Account.

17.3.2. An issued warning.

17.3.3. Legal action against you, including proceedings for reimbursements of all costs (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.

17.3.4. Disclosure of information to law enforcement authorities as we deem necessary.

17.4. The actions available to us are not limited to those described above, and we may take any other action we deem appropriate.

18. Closure and suspension of your TransferGo Profile and/or TransferGo Account

18.1. We may close your TransferGo Profile and/or TransferGo Account, or any service associated with it by giving you two months' prior notice.

18.2. We may suspend or close your TransferGo Profile and/or TransferGo Account without notice if:

18.2.1. You breach any provision of the Terms and Conditions.

18.2.2. We are requested or directed to do so by any competent court of law, government authority, public agency, or law enforcement agency.

18.2.3. We have reason to believe you are in breach of any applicable law or regulation.

18.2.4. We have reason to believe you are involved in any fraudulent activity, money laundering, terrorism financing, or other criminal or illegal activity.

18.2.5. We are unable to obtain or verify any information related to you or your transaction.

18.3. We may suspend your TransferGo Profile and/or TransferGo Account, or restrict its functionality, if we have reasonable concerns about (i) the security of your Profile/Account; or (ii) suspected unauthorised or fraudulent use.

18.4. We will give you notice of any suspension or restriction and our reasons for doing so as soon as we can, either before it is put in place, or immediately after, unless notifying you

would be unlawful or compromise our reasonable security measures. We will lift the suspension or restriction after the reasons for putting it in place have ceased to exist.

18.5. When you close your TransferGo Profile and/or TransferGo Account, we will cancel any pending transactions and return any funds in your Account to you, excluding any outstanding fees. You should withdraw your funds before your TransferGo Account closes. If there are still funds in your Account after it closes, you will need to contact customer support to withdraw them. You have the right to do this for a period of 6 years from the date your TransferGo Account is closed.

18.6. TransferGo may report suspected breaches of law, regulation, or criminal statutes to the relevant law enforcement authorities. In such cases, we will cooperate with those authorities, which may include disclosing your identity and account information to them.

18.7. We may hold the balance in your TransferGo Account to mitigate the risk of liability or if we have reason to believe that you have violated our Terms and Conditions. Such holds will remain in place for as long as we deem necessary to address the issue.

19. Court orders and legal processes

19.1. If we are notified of a court order or other legal process (including garnishment or any equivalent process) affecting you, or if we otherwise believe we are required to do so in order to comply with a court order, applicable law, or regulatory requirements, we may be required to take certain actions. These include, but are not limited to holding payments to/from your TransferGo Account; (ii) placing a reserve or limitation on your Account; or (iii) releasing your funds to comply with the legal process.

19.2. We will decide, in our sole discretion, which action is required of us based on the specific circumstances and legal requirements.

19.3. Unless prohibited by the court order, applicable law, regulatory requirement, or other legal process, we will attempt to notify you of these actions using the contact information you have provided.

19.4. TransferGo has no obligation to contest or appeal any court order or legal process involving you, your TransferGo Account, or your use of our Services.

19.5. Any hold, reserve, or limitation resulting from a court order, applicable law, regulatory requirement, or other legal process may remain in place for as long as we deem reasonably necessary to comply with the legal requirements or to address any associated risks.

19.6. You agree that TransferGo will not be liable for any losses or damages incurred as a result of our compliance with legal processes or regulatory requirements.

20. Complaints

20.1. If you have any complaints about us or our Services, you can contact us by following our [complaint procedure](#).

21. Changes to Terms and Conditions

21.1. We may change these terms occasionally to:

2.1.1. Comply with laws or regulations.

2.1.2. Reflect changing market conditions.

2.1.3. Meet our changing business requirements.

21.2. TransferGo will notify you of any changes to our Terms and Conditions by email and/or by placing a notice on our website or App, along with the date that the changes will take effect (the “Effective Date”).

21.3. TransferGo will give you written notice at least two months’ prior to any material changes to the Terms and Conditions. If we do this, you can terminate these terms immediately by closing your TransferGo Profile and/or TransferGo Account and ceasing use of our Services during the notice period. If we do not hear from you during the notice period, we will consider the proposed changes accepted, and they will apply to you from the Effective Date specified on the notice.

21.4. In some instances, we may change the Terms and Conditions immediately. Notwithstanding Section 21.3, changes that do not require two months’ notice are: (i) more favourable to you; (ii) required by law; (iii) related to the addition of a new service, extra functionality to the existing Service; or (iv) changes that neither reduce your rights nor increase your responsibilities. Changes to exchange rates shall come into effect immediately, without notice and with no rights for objection.

21.5. Changes made to our Terms and Conditions will normally only apply to your use of our Service after the Effective Date. However, if required by law, they may also apply to any transactions or other use of our Service initiated before the Effective Date.

22. No financial advice

22.1. Our Service and any information displayed on our website or App do not constitute investment or financial advice, and nothing relating to the provision of the information herein shall be construed as creating a fiduciary, financial, or other advisory relationship between TransferGo and you or any other third party.

22.2. We do not accept any liability for any loss or damage incurred from any actions or inactions resulting from your interpretation of any of our publications. You acknowledge that you use the information we provide at your own risk.

22.3. Our publications do not offer investment advice, and nothing in them should be construed as investment advice. They are solely for information and education purposes.

22.4. The information contained in our publications is not, and should not be read as, an offer or recommendation to buy or sell any securities—or interpreted as a solicitation of such. Our publications are not, and should not be seen as, a recommendation to use any particular investment strategy.

22.5. Any comments or statements are not recommendations for any particular course of action and should not be regarded as investment advice.

23. Jurisdiction

23.1. These Terms and Conditions will be governed and construed in accordance with English Law, and any arising dispute pursuant to these Terms and Conditions will be determined by the courts in England and Wales.

23.2. You agree that English courts have exclusive jurisdiction over any disputes.

23.3. All communications shall be made in the English language. The English version of our Terms and Conditions shall prevail over any translation.

24. Entire agreement

24.1. This Agreement constitutes the entire agreement between you and TransferGo. It governs your access to, and use of, our website, App and Services. It supersedes and voids all prior agreements, representations (whether oral or written), and understandings.

24.2. By entering into this Agreement, you acknowledge that you have not relied on any statements, representations, assurances or warranties (made innocently or negligently) made outside of this Agreement. Neither party shall have any claim for innocent or negligent misrepresentation, or negligent misstatement, based on any statement in this Agreement.

24.3. Neither party shall have any remedy in respect to any untrue statement made by the other, whether orally or in writing, prior to the date of entering into this Agreement (unless such untrue statement was made fraudulently). The other party's only remedy shall be for breach of contract as stated in these Terms and Conditions.

24.4. If any provision of this Agreement is found to be unenforceable or invalid under any applicable law, that provision will be deleted without affecting the validity or enforceability of the remaining provisions.

24.5. TransferGo may, at any time and without notice, assign, transfer, sub-contract, or deal with any of its rights or obligations under these Terms and Conditions. You may not assign, transfer, charge, sub-license, or deal with any of your rights or obligations under these Terms

and Conditions without our prior written consent. In the event of any assignment, these Terms and Conditions will remain in effect and continue to bind you and any assignee.

24.6. TransferGo's failure to, or delay in, exercising any right or remedy provided under this Agreement or by law shall not constitute a waiver, nor shall it prevent or restrict its ability to further exercise any other right or remedy.

25. Agreement termination

25.1. You can end this Agreement:

- Immediately, if you've registered within the last 14 days.
- At any other time by giving one month's notice.

25.2. We can terminate this Agreement:

- For any reason, provided we give you three (3) months' notice.
- Immediately, without any notice, if you've seriously or frequently broken the Agreement, or behaved in any way that impedes our ability to provide Services to you.
- Immediately, without any notice, if you engage in abusive, threatening, harassing, discriminatory, or otherwise inappropriate behaviour toward our employees, contractors, or representatives, including through online platforms, electronic communications, or any other communication channels, which creates a hostile or unsafe working environment or materially impedes our ability to provide the Services.

26. Contact Information

Registered Office: TransferGo Ltd, The Bower, 207 Old Street, EC1V 9NR, London, United Kingdom. This office is not publicly open to you or other members of the public.

Registered in England and Wales Number 07914165 email: hello@transfergo.com