



**To:** Whom It May Concern ("Customer")  
**From:** Pomegranate Technologies, Inc. (d/b/a Pepper) ("Pepper")  
**Notice Date:** 24 September, 2026  
**Effective Date:** 23 November, 2026

In response to customer feedback and evolving payment network structures, Pepper is pleased to announce the following changes: beginning on **23 November, 2026**, Pepper will **reduce credit card processing fees** (excluding American Express fees, which will slightly increase) and rollout **PayTo** payment functionality in Australia. This notice is given under the agreement between Pepper and Customer governing Customer's use of the Pepper Platform and Pepper's payment processing services (the "**Agreement**"). No other fee that currently applies to Customer changes, and no action is required to receive the reduced credit card processing fee described in Section 3.1. No action is required or PayTo fee incurred unless Customer elects to enable PayTo.

**1. Basis of this Notice.** Section 3.3 (Transaction Fees) of the Pepper Platform Terms and Conditions permits Pepper to change transaction rates and fee structure on at least sixty (60) days' prior notice. This notice satisfies Section 3.3's sixty (60)-day requirement for the fee reduction in Section 3.1 below. The adjusted credit card processing fees will apply automatically from the Effective Date. PayTo functionality will also be enabled on Customer's account as of the Effective Date; however, PayTo is an optional payment method and the fee in Section 3.2 applies only if an Operator completes a PayTo transaction

**2. PayTo Overview.** PayTo operates over Australia's New Payments Platform and allows an Operator to authorise real-time payments from its bank account under a standing authorisation (a "**PayTo Agreement**"). It will be provided through Pepper's payment processor, Adyen N.V., and remains subject to the Payment Processor terms referenced in the Agreement. A PayTo Agreement **cannot be established unilaterally by Pepper, Adyen or Customer**; each Operator must approve it in the Operator's own banking service before any payment is initiated, and may pause or cancel it at any time.

### **3. Fees.**

**3.1 Credit Card Fees.** Beginning on the Effective Date (or earlier if Customer requests early activation under Section 4), Customer's credit card processing fee under the Agreement will be updated to **1.2% of transaction value (excluding American Express transactions)** or **1.6% of transaction value for American Express transactions**, replacing the credit card processing fee currently applicable to Customer under the Agreement. The reduced credit card processing fee applies automatically to all of Customer's credit card transactions, and **no election is required** to receive the reduced rates.

**3.2 PayTo Fees.** Beginning on the Effective Date (or earlier if Customer requests early activation under Section 4), a fee of **A\$2.00 per completed PayTo transaction** shall apply to payments processed via PayTo. The fee is a flat amount regardless of transaction value, is exclusive of GST and any other applicable taxes, and will be deducted from the applicable Operator payment prior to payout to Customer. **No other fee under the Agreement is changed.**

**4. Early Activation; PayTo Election.** Customer need take no action to receive the reduced credit card processing fee in Section 3.1 of the notice, which will apply automatically from the Effective Date. **Customer may request, by email to [notice@usepepper.com](mailto:notice@usepepper.com), that either or both of the changes in Section 3 of the notice take effect earlier than the Effective Date**; if Customer makes such a request, Pepper will implement the requested change(s) from the date agreed with Customer. Customer may use the same email address to elect to enable PayTo, whether or not Customer also requests early activation of Section 3.1 of the notice. Customer may also notify Pepper at any time, by email to the same address, that Customer does not wish to be offered PayTo, or may request that PayTo be deactivated once enabled. None of these requests will incur any fee, charge or penalty, affect any other part of the Agreement, or be treated by Pepper as a breach, a request for non-renewal, or a ground for any adverse change to Customer's pricing, service levels or account standing.



**5. General.** Except as expressly set out above, the Agreement continues in full force without amendment, including as to term, fees for the Pepper Platform or any other service, and notice periods for renewal or termination. Nothing in this notice excludes, restricts or modifies any guarantee, right or remedy conferred on Customer by the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) or other applicable law to the extent it cannot lawfully be excluded.

**Issued for and on behalf of Pomegranate Technologies, Inc. (d/b/a Pepper):**

By: Bowie Cheung Name: Bowie\_Cheung

Title: Chief\_Executive\_Officer Date: 24\_September\_2026