

# GENERAL CONDITIONS

of Use of Credit Cards  
**MASTERCARD**

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## Conditions of Use of 3D Secure

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# General Conditions

## ■ Article 1 – Definitions

In these General Conditions of Use, the following terms mean:

- **“Account Holder”**: the natural or legal person(s) holding a Current Account with the Issuer on which expenses made using the Card are debited.
- **“Account Statement”**: extract of the Card Account making the balance due on the indicated date.
- **“Card”**: the MASTERCARD card.
- **“Card Account”**: the account opened in the name of the Cardholder managed by Worldline Financial Services on behalf of the Issuer, which records the amounts due under transactions made using the Card.
- **“Cardholder”**: the natural person in whose name and for whose use a Card has been issued.
- **“Current Account”**: the account opened by the Account Holder with the Issuer from which payments due to the use of one or more Cards are debited.
- **“Issuer”**: Société Générale Luxembourg, a public limited company (*société anonyme*) with registered office at 11 avenue Emile Reuter, L-2420 Luxembourg, registered with the Luxembourg Trade and Companies Register (*R.C.S. Luxembourg*) under number B6061, or the **“Bank”**.
- **“Merchant”**: the entity authorized to accept transactions made by the MASTERCARD.
- **“NFC” (Near Field Communication)**: technology allowing the Cardholder to make payment transactions on an NFC Terminal without inserting the Card into the terminal and without entering the secret code, i.e., without physical contact between the Card and the terminal. This technology enables NFC or contactless transactions within limits defined by the Merchant, usually some tens of euros.
- **“NFC Operation”** or **“Contactless”**: payment operation using NFC technology on an NFC payment terminal.
- **“NFC Terminal”**: electronic payment terminal with NFC functionality, not requiring insertion of the Card to perform NFC operation, identified as such on or near the terminal.
- **“PIN”**: personal identification number, a series of digits verifying the identity of the Cardholder, equivalent to a unique secret code.
- **“Worldline Financial Services”**: the public limited company (*société anonyme*) Worldline Financial Services (Europe) S.A., with registered office at 33 rue du Puits Romain, L-8070 Bertrange, registered with the Luxembourg Trade and Companies Register (*R.C.S. Luxembourg*) under number B0144087, a service company entrusted by the Issuer with Card management.

## ■ Article 2 – Purpose – Benefits Conferred by the Card

**2.1** The Card allows its Cardholder to pay for products and services offered by Merchants and companies affiliated with the MASTERCARD network, upon presentation of the Card and either (i) handwritten signature on a voucher presented by the Merchant or affiliated company, or (ii) validation of the transaction by the user entering a personal secret code (PIN).

**2.2** The Cardholder may also, upon presentation of the Card and by signing a sales voucher or using the PIN, withdraw cash at ATMs in the Grand-Duchy of Luxembourg and abroad.

**2.3** The Card may also be equipped with NFC functionality for low-value payments defined solely by Merchants. These thresholds vary by

Merchant and country. In this case, insertion of the Card and PIN entry are not required.

However, Card insertion and/or PIN entry may be required depending on the amount and number of Contactless transactions performed.

**2.4** Other functions than those listed above may be added in the future.

**2.5** The Card may only be used for professional purposes.

## ■ Article 3 – Issuance of the Card and PIN

**3.1** The Issuer will deliver a Card to persons who apply and are approved. Delivery may be by mail, with the PIN sent separately.

**3.2** The issued Card is personal and non-transferable. Upon receipt, the Cardholder must immediately sign the back of the Card. He becomes the sole custodian and has the right to use the Card according to these General Conditions, after activation as instructed by the Issuer.

**3.3** The Issuer remains the owner of the Card.

**3.4** The Cardholder must ensure proper safekeeping of the Card and PIN. Negligence may engage his responsibility. The PIN must not be disclosed to anyone nor written on the Card or any other support.

## ■ Article 4 – Fees and Commissions

**4.1** The Card is issued against a fee as defined in the Bank's fees and transactions costs or at least communicated to the Cardholder by any durable medium. This fee is debited from the Current Account.

**4.2** The fee may be modified with prior information to the Cardholder, according to the Bank's General Terms and Conditions.

**4.3** No currency exchange commission applies to transactions made in euros (EUR).

## ■ Article 5 – Validity Period of the Card

The Card is valid until the last day of the month and year indicated on the Card. Unless the Issuer refuses or the Cardholder or Account Holder renounces in writing two (2) months before expiry, a new Card is issued before expiration of the previous Card's validity period.

The Cardholder must cut the expired Card into two pieces and return it to the Issuer.

## ■ Article 6 – Recording and Processing of Personal Data

**6.1** The Cardholder is informed that personal data collected will be processed by the Bank as data controller and in accordance with its Personal Data Protection Policy (*Privacy-policy\_SG\_Luxembourg\_EN\_2025.pdf*), as well as by Worldline Financial Services for administrative and commercial management. Refusal to provide such data prevents obtaining a Card. Each Cardholder has rights of access, correction, and objection regarding his data. The Bank and Worldline Financial Services reserve the right to keep data for ten (10) years from the Card expiration date. These General Conditions remain applicable.

**6.2** Worldline Financial Services is expressly authorized to manage the Cardholder's personal data on behalf of the Bank and Cardholder. To ensure Card operation within the network, Account Holders and Cardholders authorize the Issuer and Worldline Financial Services to transmit personal data to third parties, including all banks and Merchants participating in the international MASTERCARD system, Card manufacturers, embossing companies, MASTERCARD license holders, and international clearing and authorization services, as required.

**6.3** The Issuer is authorized to verify all personal and financial data provided by the Card applicant.

**6.4** Presentation of the Card outside the Grand-Duchy of Luxembourg implies consent and power of the Cardholder for (i) collection,

storage, and communication of identification elements and account position by all means necessary to maintain transaction and account records; (ii) provision and transmission of data to payment card network participants and operators; (iii) storage of such data by these participants and operators; and (iv) compliance by these participants and operators with applicable laws governing information disclosure.

**6.5** The Issuer and Worldline Financial Services are not liable for the loss of information circulating through the payment card network, except in cases of gross negligence. They are not responsible for loss of information on statements such as Account balances or account numbers. The Cardholder must ensure no information is lost.

#### ■ Article 7 – Multiple Cards

At the Account Holder's request, the Issuer may issue additional Cards to other persons authorized to use these Cards charged to the Current Account. In this case, the Account Holder authorizes the Issuer to send Card Account statements to the Cardholders. Upon request, the Account Holder may receive a duplicate Card Account statement for additional Cards at his expense.

#### ■ Article 8 – Transactions Carried Out Using the Card

##### 8.1 Use of the Card

8.1.1 Each time the Card is used for purchases, services, or cash withdrawals, the Cardholder must sign a sales or cash advance voucher, except for NFC Operations.

8.1.2 The Cardholder's handwritten signature may be replaced by use of the PIN.

8.1.3 Use of the PIN or handwritten signature may be replaced by entering the Card number, expiration date, and in some cases, upon Merchant request, the CVC2 security code to perform online or remote orders.

8.1.4 The Cardholder accepts and acknowledges that consent for a Contactless operation is given by simply bringing the Card close to the NFC terminal.

8.1.5 Data recorded during automated payment instrument usage with the PIN constitute proof of the transaction. The receipt issued by the terminal is for information only.

##### 8.2 Transactions performed using the card

8.2.1 By signing the voucher or presenting the Card with or without the PIN, the Cardholder acknowledges that the Merchant or financial institution that advanced funds has a claim against him/her. This claim is acquired by Worldline Financial Services for MASTERCARD Cards or any substitute license holder who pays the Merchant or financial institution. The Issuer then acquires the claim by payment to the relevant license company.

8.2.2 The Account Holder gives an irrevocable order to the Issuer to debit the Current Account of all amounts due under the Card use or these General Conditions. Debit usually occurs in the days following the month-end of the Card Account statement.

8.2.3 Each Cardholder is jointly and severally liable with the Account Holder for payment of amounts due under the use, even abusive, of his/her Card or under these General Conditions.

8.2.4 The Cardholder cannot oppose payment of vouchers bearing his signature or made using his PIN. If the voucher is not duly signed, the Cardholder and Account Holder remain jointly and severally liable for amounts debited from the Card Account based on the voucher made with the Card.

8.2.5 The Issuer is a third party to disputes between the Cardholder and Merchant or affiliated company. Such disputes do not release the Account Holder from reimbursing amounts owed to the Issuer due to Card use.

8.2.6 The amount of a credit voucher signed by the Merchant will be credited as soon as possible to the Cardholder's Card Account.

#### 8.3 Proof of Transactions

##### 8.3.1 Use of the Card with

- the PIN voluntarily entered,
- before an NFC Terminal, or
- entry of Card number, expiration date, and, if requested by the Merchant, the CVC2 code for online or remote orders, constitutes proof of instruction by the Cardholder to debit the Card Account for the transaction amount as if given in writing, irrespective of the amount. The Cardholder cannot oppose debit of the Card Account for the known transaction amount following Card presentation with PIN, voluntary NFC use, or entry of Card details for online/remote transactions.

8.3.2 The parties agree to exclude article 1341 of the Civil Code in disputes and allow proof of all transactions by any legal means accepted in commercial matters, including testimony and admissions. Electronic transaction records held by Worldline Financial Services / the Issuer constitute sufficient proof with the same probative value as written documents.

8.3.3 The Account Holder authorizes the Issuer and Worldline Financial Services to record all telephone communications for security and proof. Recorded tapes may be used in court with the same probative value as written documents. The Cardholder accepts that consent for an NFC Operation is given by passing the Card before the NFC Terminal.

#### ■ Article 9 – Personal Secret Code and CVC2 Security Code

The secret code is communicated to the Cardholder in a sealed envelope containing the printed code. Once memorized, the Cardholder must destroy the printout. The code is personal and non-transferable. The Cardholder is responsible for its absolute secrecy; it must not be noted on the Card or any document kept with the Card or accessible to third parties, nor communicated to a third party.

The CVC2 security code is personal and non-transferable. The Cardholder must not disclose it to third parties except when requested by the Merchant during Card presentation on an electronic payment terminal.

#### ■ Article 10 – Usage Limit

**10.1** The Cardholder is not authorized to exceed the usage limit granted by the Issuer and communicated to the Account Holder or Cardholder.

**10.2** The Account Holder may request to modify the usage limit at any time by express notification to the Bank. The Bank reserves the right to accept or refuse the request.

**10.3** NFC Operations may only be performed within the limit defined by the NFC Terminal. If the transaction amount exceeds this limit, the Cardholder must enter the PIN to complete the operation. Depending on the amount and number of NFC Operations, Card insertion and/or PIN usage may be required. The Cardholder must always comply with instructions displayed on the NFC Terminal.

#### ■ Article 11 – Pledge

**11.1** The Account Holder pledges as first-rank collateral in favor of the Bank all claims for principal and interest recorded or to be recorded on any account opened in the Account Holder's name with the Bank or any replacement or substitute account.

**11.2** In case of modification of the Card usage limit per Article 10.2, the Account Holder agrees to maintain the account credit at least equal to the Card limit.

#### ■ Article 12 – Card Account Statement

**12.1** A Card Account statement is sent at least monthly to the Cardholder by Worldline Financial Services; the Issuer does not receive client statements. The statement lists transactions made by the Cardholder based on vouchers received by Worldline Financial Services since the previous statement and details all commissions.

**12.2** Unless otherwise requested by the Account Holder, Card Account statements for additional Cards are sent to the Cardholders. The Cardholder must inform the Issuer or Worldline Financial Services of any change of address for statement delivery.

**12.3** The Account Holder must check Card Account statements and notify the Issuer or Worldline Financial Services in writing without delay of any errors or disputes concerning transactions listed. Absent written claim within the timeframe set by the Issuer's general terms and conditions of the Bank, the Account Holder is deemed to have accepted the transactions. Each transaction on the statement constitutes an individual payment operation. Contesting a particular transaction and possible reimbursement does not affect other transactions on the same statement, which remain due by the indicated deadline.

#### ■ Article 13 – Card Account

**13.1** The amount of all sales or cash advance vouchers resulting from Card use is debited from the Card Account.

**13.2** Charges, debit interest, and other commissions are also debited from this account.

**13.3** Additional payments and adjustments are credited to this account.

**13.4** For cash withdrawals, the statement includes the withdrawal amount plus administrative costs and commissions charged by the entity advancing the funds.

**13.5** Foreign currency transactions are converted to euros at the exchange rate in effect on the day of processing by the international clearing entity, notably MASTERCARD, plus MASTERCARD fees and a currency commission as stated in the Issuer's tariffs.

#### ■ Article 14 – Irrevocable Payment Order

The Account Holder gives an irrevocable order to the Issuer to debit the Current Account with the full amount shown on the Card Account statement.

#### ■ Article 15 – Insufficient Funds

**15.1** If the Current Account lacks sufficient funds to cover the amount due on the date indicated on the Card Account statement or if there is a significantly increased risk that the Account Holder cannot fulfill the payment obligation, the Issuer may withdraw and block the Card(s) issued on the relevant account without notice.

**15.2** The Cardholder and Account Holder will be informed in writing. The Issuer may notify Merchants, affiliated companies, and license holders to refuse the Card. In this case, the total Card Account balance becomes immediately due and is debited from the Current Account.

#### ■ Article 16 – Card Usage Difficulties

For any difficulties using the Card, the Client acknowledges he can obtain assistance, notably for blockages or technical/operational issues, from Worldline Financial Services as soon as possible by phone at (+352) 355 66 222.

#### ■ Article 17 – Claims and Opposition in Case of Loss, Theft, or Fraudulent Use

**17.1** All claims concerning Card payments must be immediately reported to the Issuer by the Cardholder. The Bank is not responsible for consequences of late claims. Opposition to Card payment is only possible in case of loss, theft, fraudulent use of the Card or related data.

**17.2** In case of theft, misappropriation, loss of the Card, involuntary disclosure of the PIN, or fraudulent/unauthorized use, the Cardholder must immediately notify Worldline Financial Services at (+352) 355 66 222 (24/7 service). He must confirm the declaration in writing as soon as possible and report loss, theft, or fraudulent use to police within twenty-four (24) hours. Proof of police report must be provided to the Issuer or Worldline Financial Services promptly.

**17.3** Once Worldline Financial Services records the Cardholder's declaration, the Cardholder and Account Holder are no longer responsible for misuse. However, in case of bad faith, fraud, or gross

negligence, notably if security rules in the article "Personal Secret Code and CVC2" are not respected, they remain jointly liable for Card use even after declaration.

**17.4** If the Cardholder recovers the Card after declaring loss, the Card cannot be used and must be returned cut in two to the Issuer or Worldline Financial Services. The same applies if the Cardholder suspects a third party knows the PIN. Blocking the Card will automatically trigger issuance of a new Card at the Cardholder's expense per tariff conditions.

**17.5** The Issuer reserves the right to block the Card for security reasons or suspicion of unauthorized/fraudulent use. The Cardholder and Account Holder will be informed promptly unless security or legal reasons prevent notification.

#### ■ Article 18 – Liability for acts and omissions of Merchants and companies affiliated with the card payment network

The Issuer, Worldline Financial Services, or any service company are not responsible for acts or omissions of Merchants or companies accepting the Card. They assume no liability for refusal by a Merchant or company to accept the Card.

#### ■ Article 19 – Duration and Termination of the Contract – Common Provisions

**19.1** This contract is concluded for an indefinite duration.

**19.2** Upon termination as per the following articles, the total debit on the Card Account becomes immediately due and will be debited from the Current Account.

**19.3** The Account Holder remains responsible for all transactions not yet debited at termination.

**19.4** Early termination does not interrupt the accrual of contractual interest.

#### ■ Article 20 – Termination by the Cardholder

**20.1** The Account Holder or Cardholder may terminate the contract by notifying the Issuer by registered letter with acknowledgment of receipt, email, or phone. The Card must be cut in two. Termination is effective only upon return of the Card to the Issuer.

**20.2** Termination by the Account Holder automatically terminates contracts with additional Cardholders.

**20.3** Termination by a Cardholder who is not the Account Holder does not terminate the contract with the Account Holder or other Cardholders.

**20.4** The Account Holder may terminate contracts with additional Cardholders. The Account Holder remains jointly liable for transactions made with such Cards until effective termination.

#### ■ Article 21 – Termination by the Issuer

**21.1** The Issuer notifies the Account Holder and Cardholders of termination with one (1) month's notice by any means.

**21.2** If termination concerns a Card other than the Account Holder's, the Cardholder is notified and the Account Holder informed.

**21.3** After notice expiry, Cards cannot be used and must be returned to the Issuer. The Account Holder and Cardholder remain jointly liable for transactions after notification until Cards are returned.

**21.4** Payment obligations for Card transactions remain unaffected.

**21.5** Use of the Card after request for return may lead to legal action.

**21.6** Withdrawal of the Card by the Issuer, notably for suspicion of fraud, may result in damages fixed at 10% of outstanding sums with a minimum of five hundred (500) euros.

#### ■ Article 22 – Modification of General Conditions of Use

**22.1** The Issuer may propose changes to these conditions or fees by informing the Cardholder at least sixty (60) days in advance.

**22.2** Notification may be by mailing, mention on bank statements, website, e-banking site, or any other means.

**22.3** Changes are deemed accepted unless the Cardholder objects in writing within sixty (60) days. If opposed, the Cardholder may terminate the contract immediately without fees. Without opposition, changes take effect on the sixty-first (61) day after notification.

**22.4** Changes due to legislative or regulatory amendments are binding without prior notice.

■ **Article 23 – Miscellaneous**

For any matters not expressly provided for herein, the Bank's General Terms and Conditions apply.

■ **Article 24 – Applicable Law – Jurisdiction**

**24.1** Relations between the Issuer and Cardholder(s) are governed by Luxembourg law.

**24.2** Courts in and of Luxembourg-city have exclusive jurisdiction for disputes unless the Issuer brings the case to another competent jurisdiction.

■ **Article 25 – Insurance**

The Issuer informs the Cardholder that the Card is not accompanied by insurance coverage.

# Conditions of Use of 3D Secure

3D Secure is an internationally recognized Cardholder identification standard for online payments, branded as “MasterCard® SecureCode™” for MasterCard® payments. It aims to enhance security of online transactions.

The Cardholder can verify on the Merchant’s website if payments are secured via 3D Secure.

## ■ Article 1 – Activation of 3D Secure for a Card

**1.1** To perform transactions requiring 3D Secure identification, the Cardholder must activate 3D Secure as detailed in the Issuer’s user guide.

**1.2** A one-time registration code is sent by mail to the Cardholder’s address.

**1.3** Activation is free and done via a mobile app downloaded on the Cardholder’s phone. By activating 3D Secure, the Cardholder accepts these conditions.

**1.4** Without activation, transactions requiring 3D Secure cannot be performed.

**1.5** For any change or use of a contact number different from that provided at activation, the Cardholder must request a new activation code from the Issuer.

## ■ Article 2 – Use of the Card and Authorization

After each 3D Secure transaction, the Cardholder must validate the transaction according to the methods detailed in the Issuer’s user guide.

## ■ Article 3 – Duty of Care

**3.1** The Cardholder must keep security elements and any device (credit Card, LuxTrust certificate, mobile phone) used to validate transactions secure and confidential.

He must not note or electronically save security elements in any form or share them with third parties. The Cardholder must choose a personal security message when activating 3D Secure and must not write or save it electronically near the Card or elsewhere.

**3.2** When validating a 3D Secure transaction, the Cardholder must ensure the portal displays:

- an address beginning with “https”,
- a padlock icon in the address bar,
- transaction details (Merchant name, amount, currency),
- the personal security message defined by the Cardholder,
- the “MasterCard® SecureCode™” logo.

If any of these indications are missing or if fraud is suspected, the Cardholder must refrain from validating the transaction and is solely responsible for any damage resulting from entering security elements or validating the operation.

**3.3** If any of these indications are missing or if fraud is suspected, the Cardholder must immediately notify the Issuer and block the Card per the General Conditions.

**3.4** The Cardholder must immediately change the personal security message if there is reason to believe a third party knows it or in case of loss/theft of the LuxTrust device or mobile phone.

## ■ Article 4 – Processing of Personal Data

**4.1** The Cardholder mandates the Issuer to process personal data to ensure proper Card functioning and to prevent, detect, and analyze fraudulent operations.

**4.2** Besides data processing under the General Conditions, the Cardholder specifically authorizes the Issuer to transmit personal data to third parties involved in 3D Secure management, including portal management, activation code transmission, and transaction validation.

**4.3** The Cardholder acknowledges that 3D Secure involves third parties, including LuxTrust certificate validation, activation code transmission, portal management, and mobile app use. Data may be stored by these third parties, including abroad.

**4.4** The Issuer, as data controller, undertakes to process data in accordance with applicable data protection laws and its personal data protection policy (Privacy-policy\_SG\_Luxembourg\_EN\_2025.pdf).

## ■ Article 5 – Liability

**5.1** Liability clauses in the General Conditions and Issuer’s general conditions remain valid for 3D Secure use.

The Issuer does not guarantee continuous availability of 3D Secure and is not liable for damage from system failures, interruptions (including maintenance), or overloads of Issuer or third-party systems.

**5.2** The Issuer is not liable for failure of 3D Secure service or damage caused by failures or interruptions of public communication networks (internet, mobile telephony), strikes, or other events beyond its control.

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