

## TERMS AND CONDITIONS FOR PAYPAL LINKING AND WITHDRAWAL SERVICES

### 1. INTRODUCTION

The following additional terms and conditions shall govern the use PayPal Linking and Withdrawal Services (“The Services”). These Terms and Conditions ("Terms") govern the use of “The Service” offered by Commercial Bank of Ceylon PLC ("The Bank") through its ComBank Digital platform. By connecting to your PayPal account through the ComBank Digital platform (ComBank Digital), you agree to be bound by these Terms.

### 2. ACCOUNT LINKING AND ELIGIBILITY

**2.1. Email Matching:** To successfully link the PayPal account with ComBank Digital, the email address registered with ComBank Digital should be the same as the email address registered with your PayPal account. You agree to hold the Bank harmless if the linking process between the two accounts fail as a result of any mismatch of the registered email addresses provided by you.

**2.2. Authentication:** You consent to providing your email registered with the Bank to PayPal for verification purposes. You should have valid PayPal credentials to authorize the link.

### 3. DATA PRIVACY AND CONSENT

By clicking "Agree and Connect," you explicitly provide your consent and authorize the Bank to share specific personal information with PayPal to facilitate this service.

**3.1 Data Shared by PayPal to the Bank:** You acknowledge and provide your explicit consent to the Bank to receive and process the following information from PayPal:

- Full Name
- Email Address

**3.2 Data Usage:** This data is used solely to verify your identity, display your balance, and execute payouts on your behalf.

### 4. WITHDRAWALS AND FUND TRANSFERS

**4.1 Currency Conversion:** PayPal balances are displayed in USD. Withdrawals will be converted to Sri Lankan Rupees (LKR) at the exchange rate prevailing in the bank at the date and time of the transaction.

**4.2 Minimum/Maximum Limits:** Transactions are subject to minimum and maximum withdrawal daily limits as determined by the Bank and PayPal from time to time.

**4.3 Processing and Settlement:** Upon submission of a withdrawal request, the transaction will be processed by PayPal. Crediting of funds to your Bank account is subject to processing timelines, settlement arrangements between the Bank and PayPal, and applicable regulatory or compliance checks.

**4.4 Irrevocability of Withdrawal:** Once a withdrawal request has been submitted and processed, it cannot be cancelled, reversed, or refunded to your PayPal account.

## 4.5 Foreign Exchange Compliance and Repatriation

You acknowledge and agree that compliance with all applicable foreign exchange laws, export proceeds repatriation requirements, mandatory conversion obligations, reporting requirements and timelines under the laws and regulations of Sri Lanka rests solely with you and with the Bank in its capacity as a licensed Authorised Dealer.

The Bank, in its capacity as a licensed Authorised Dealer under Sri Lankan law, shall be responsible for settlement of withdrawn funds into your designated Bank account in accordance with applicable regulatory requirements and for applying the prevailing exchange control regulations.

## 5. FEES AND CHARGES

You agree to pay including but not limited to the following Bank & PayPal service charges. The said charges will be deducted from the final amount credited to your account at the time each transaction is carried out by you.

**5.1 Bank Charges:** The Bank will levy a Commission and standard Bank Charges on every withdrawal. These amounts are displayed on the confirmation screen prior to the completion of the transaction.

**5.2. PayPal Fees:** The applicable PayPal withdrawal fee will be disclosed to you at the time of transaction and is determined in accordance with the PayPal User Agreement and the arrangements between the Bank and PayPal. The PayPal withdrawal fee will be deducted by PayPal at the time the withdrawal transaction is processed.

**5.3. Exchange Rate:** As specified in 4.1 the Bank applies a daily exchange rate for USD to LKR conversions. You acknowledge that the applicable exchange rate will be displayed to you prior to confirmation of the transaction and will apply once the transaction is confirmed by you. .

## 6. SECURITY AND AUTHENTICATION

**6.1. OTP Verification:** All critical actions, including the final confirmation of a withdrawal and the disconnection of the PayPal account, require authentication via a One-Time Password (OTP) sent to your mobile device registered with the Bank.

**6.2. User Responsibility:** You are responsible for maintaining the confidentiality of your User credentials. The Bank is not liable for unauthorized withdrawals if your device, User credentials or OTP is compromised.

**6.3** Further, the Bank is not liable for any unauthorized transactions that take place if your user credentials or OTP is compromised due to your access to fraudulent websites.

## 7. DISCONNECTION OF SERVICE

**7.1. Voluntary Disconnection:** You may disconnect your PayPal account from ComBank Digital at any time via the "My Portfolio" settings.

**7.2. Effect of Disconnection:** Upon disconnection:

- You will no longer be able to view your PayPal balance.
- You will no longer be able to withdraw funds via the app.
- You will not be able to see PayPal transaction details within the banking app.

**7.3. Re-linking:** You may re-link the account at any time, subject to the standard verification procedures.

## 8. LIABILITY AND DISCLAIMER

**8.1. Third-Party Service:** The Bank allows the integration of PayPal for your convenience but does not control PayPal's internal operations. The Bank is not liable for any actions or omissions of PayPal including but not limited to service downtimes, account freezes, or funds held by PayPal. All matters relating to your PayPal account, including account restrictions, holds, or disputes, shall be governed by the [PayPal User Agreement](#).

**8.2. Transaction Failures:** The Bank is not liable for failed transactions resulting from incorrect email matching, insufficient funds in the PayPal account, or technical issues originating from PayPal's systems or external network disruptions beyond the Bank's control.

8.3 Nothing in the Terms shall be construed as appointing PayPal as an agent of you or the Bank for any purpose including foreign exchange compliance, repatriation, regulatory reporting, or conversion obligations.

8.4 You shall indemnify and hold harmless PayPal and the Bank from and against any losses, penalties, regulatory actions, claims, or liabilities arising from your failure to comply with any terms hereof or any terms of [PayPal User Agreement](#) and applicable foreign exchange laws, export regulations, tax obligations, or repatriation requirements.