



This document is an integral part of [Cielo's System Accreditation Agreement](#), registered under No. 2096773 at the Registry of Deeds and Documents in the District of Barueri – SP and available at www.cielo.com.br/contrato-de-credenciamento.

These Pix Account Terms and Conditions of Use (“**Terms and Conditions**”) regulate the opening of a Cielo Pix Account and its use through the Cielo Gestão application (“*App*”). This document is highly relevant and directly affects your rights, constituting a contract between you and CIELO. So, please read it carefully before agreeing.

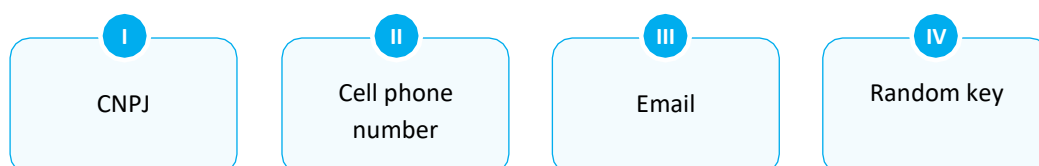
- Upon acceptance of these Terms and Conditions, you agree to all the rules set forth herein, which constitute a full agreement between you and CIELO regarding the opening and use of the Cielo Pix Account. The Cielo Pix Account’s main purpose is to receive funds from accepting payments through Pix via CIELO (“**Cielo Pix**”). We will also consider that you reaffirm your acceptance each time you receive or carry out a TRANSACTION through the Cielo Pix Account.

Whenever the term “**CIELO**,” “**we**,” or “**our**” is mentioned, we refer to CIELO S.A. – the PAYMENT INSTITUTION responsible for your Cielo Account. Whenever the term “**you**,” “**user**,” “**your**,” or “**customer**” is mentioned, we refer to you, who uses or intends to start using our products and services, specifically relating to the Cielo Pix Account.

1. DEFINITIONS

When used in these Terms and Conditions, the definitions described below correspond to the following meanings:

- (i) Cielo Pix Account:** It is the prepaid payment account used to receive your sales and transfer of amounts handled exclusively through Pix;
- (ii) Key:** The key is the name used to identify your Cielo Pix Account, which represents the address of your Cielo Pix Account on Pix. It is possible to register four types of Pix keys for your use, as follows:



- (iii) **Destination Account:** The CUSTOMER’s cash deposit or payment account. The CUSTOMER shall send the Destination Account details to CIELO to automatically transfer funds deposited to the Cielo Pix Account from sales made through Pix via capture solutions.
- (iv) **QR Code (Quick Response Code):** A QR Code is a two-dimensional barcode capable of storing much information and is a billing tool. In addition to making the Cielo Pix Account available and managing it, CIELO may act as a facilitator channel for Pix TRANSACTIONS by allowing you to provide a QR Code to capture your sales.
- (v) **Special Return Mechanism:** A set of rules and operational procedures intended to enable the return of a Pix transaction in cases where there is a reasonable suspicion of the use of the arrangement for the practice of fraud and in cases where there is an operational failure in the information technology system of any of the participants involved in the TRANSACTION under the terms of the Pix regulation.

 **2. CIELO PIX ACCOUNT**

2.1. By adhesion to these Terms and Conditions, you shall open a prepaid payment account to be managed by us and with you as the sole owner, intended for the receiving and performing payment and transfer TRANSACTIONS. This account shall give you access to the functionalities described in these Terms and Conditions.

2.1.1. When made available by CIELO, the Cielo Pix Account shall be operated solely and exclusively through Pix. As it is a prepaid payment account, it is important to remember that performing any payment TRANSACTIONS is dependent on the existence of funds in reais deposited to the Cielo Pix Account. CIELO shall not be liable for the non-execution of transfers, payments, or returns due to lack of funds in your Cielo Pix Account.

When required by CIELO, the services and products associated with your Cielo Pix Account must have validation and authentication mechanisms, which include:

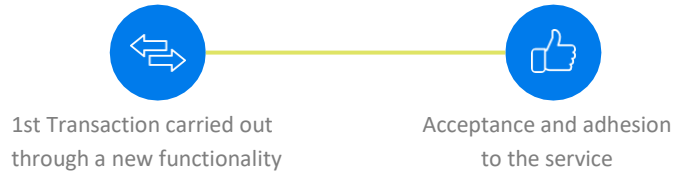
- (i) Identification of your TRANSACTION profile, involving location, amounts, and App use pattern;
- (ii) Your security password; and
- (iii) Biometric or facial recognition identification linked to your cell phone. These mechanisms are security measures for using your Cielo Pix Account.

i *In any case, CIELO may request additional confirmations to make a transfer or payment.*



2.1.3.

CIELO may expand functionalities and/or services, adding new services and products to the *App*. Under the conditions made available in the *App*, the first TRANSACTION carried out using the new functionality shall be considered as acceptance and adhesion to such services.



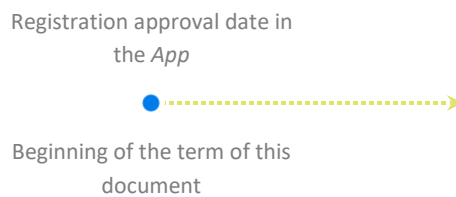
2.1.4

! CIELO is not and shall not be considered a party to any of the product and service sales TRANSACTIONS you carry out. We only provide the payment methods. All liability concerning the product or service sold or purchased falls on the parties involved in the TRANSACTION.

2.2. Binding of the User

2.2.1.

This document shall be in force on your registration approval date.



2.2.2.

Communications sent and/or made available by CIELO to you through the *App*, CIELO Website, email, SMS, or phone numbers you registered shall be considered valid and become part of these Terms and Conditions.



3. ACCESS - REGISTRATION AND INFORMATION ANALYSIS

3.1. Cielo Pix Account Access

3.1.1.

You have access to your Cielo Pix Account through the *App*. The *App*'s Terms and Conditions specify several requirements for registration. To open your Cielo Pix Account, you shall follow all procedures and, if asked, send the documents requested by CIELO on the *App*'s Terms and Conditions. To open your Cielo Pix Account, you herein authorize CIELO to use the registration information on the Site and/or *App* or any other information you have already provided to CIELO when using other products. In addition, you agree to CIELO's use of such information for your identification and qualification as a Cielo Pix Account holder.



3.1.2.

By authorizing the use of the information and documents to open the Cielo Pix Account, you declare that all the information and content submitted is true, accurate, current, and complete, and you are responsible for the truthfulness and accuracy of the information provided. You also agree to keep your registration information current and provide information and clarification whenever CIELO requests. At any time, CIELO may request additional information and/or documentation from you to approve or verify your registration and the information provided.

3.2. CIELO may refuse:

Any request to register and/or suspend registration, block, suspend the provision of services to you or cancel your registration, even if previously accepted, in the following situations:

- (i) Breach of any provisions of these Terms and Conditions and other CIELO terms/policies;
- (ii) If CIELO cannot verify your identity;
- (iii) Confirmation that you have provided false, incorrect, outdated, or incomplete information or that your situation with the IRS in Brazil is irregular; and
- (iv) If we have evidence that you have committed fraud, intentional fraudulent act, or had any behavior that may cause damage to third parties or CIELO in any way.



Attention!

3.3. Once the Cielo Pix Account is opened and approved, you shall access it through your login and password on the *App*, allowing you to use the functionalities made available in your Cielo Pix Account. Your login and password are your electronic signature for the Cielo Pix Account. When made available by CIELO, they may be used to confirm the TRANSACTIONS and contract services in the *App*.

You are liable for ensuring confidentiality regarding your *App* login and password for the Cielo Pix Account. Remember that you are solely and exclusively responsible for all activities under your registration for the Cielo Pix Account. Therefore, you should be careful when using unknown and/or third-party public networks and/or automatically saving passwords on computers, cell phones, tablets, and/or other devices. Under no circumstances shall CIELO be liable for any damages caused to you or third parties by disclosing or misusing your login and password information.



3.4. You can have one and only one Cielo Pix Account per CNPJ. If more than one Cielo Pix Account is identified for the same CNPJ, CIELO may suspend or cancel one or all of these accounts.

3.5. Information storage. You agree that CIELO shall store your registration or financial information for ten (10) years or the maximum period required by applicable laws and regulations after the closing date of the Cielo Pix Account.

STORAGE PERIOD

10
years

OR

maximum period
required by laws
or regulations

4. CIELO PIX ACCOUNT OPERATIONS



4.1. Once your registration is complete and approved, you will have access to your Cielo Pix Account, for which you are the sole owner. The Cielo Pix Account is destined for the receiving and carrying out payment TRANSACTIONS exclusively through Pix, as described in these Terms and Conditions. Remember: the Cielo Pix Account is yours, and you are the only person allowed to use it. The Cielo Pix Account may only be activated through one registered device – a cell phone or tablet. You may request the change of this registered device, which must undergo a new validation process for your own safety.

4.2. The Cielo Pix Account may receive and execute payment TRANSACTIONS for any amount, on any day and at any time, including weekends and holidays, subject to the exceptions provided for in applicable regulations (including, but not limited to, the amount limits established by the Central Bank of Brazil for transactions performed at certain times) and CIELO's internal policies applicable to the Cielo Pix Account (including, but not limited to applicable restrictions in cases of suspected fraud or illegal activity).

4.3. The Cielo Pix Account may be operated in two ways:

- a.** Exclusively by CIELO, in which case CIELO shall automatically transfer funds from sales made through Pix via Cielo capture solutions to the BANK ACCOUNT you appointed; or
- b.** Directly by you, through transfers via Pix of the funds deposited to your Cielo Pix Account. The deposited funds may have originated from sales made through Pix via CIELO capture solutions or correspond to other transfers of funds received through Pix.



i *If you choose the second option and subject to the terms of Section 4.4.1 below, you must disable the permission granted under the terms of Section 4.4 through the App.*

4.4. By opting for automatic transfer, you:

- ✔ **a.** Agree that CIELO shall act as your agent in the management of the Cielo Pix account and, on your behalf, shall automatically transfer the funds deposited to the Cielo Pix Account to the destination account within 24 (twenty-four) hours of the deposit of funds to the Cielo Pix Account; and
- ✔ **b.** Agree that you will not be able to operate the Cielo Pix account (including performing the procedure of returning a Pix) while CIELO has the right to operate it as determined by the terms of the item (a) above and subject to the provisions of item 4.4.1 below.

4.4.1. You may revoke the permission granted under the above terms through the *App* made available by CIELO at any time. If this permission is revoked in accordance with Section 4.4.1, you may use the Cielo Pix Account freely from the revocation time.

4.5. If you revoke the permission granted under Clause 4.4 according to the terms in Clause 4.4.1, your Cielo Pix Account will have the Pix-initiated transfer and payment functionalities, as well as key and limit management. The description and rules for each functionality are provided in the *App*. CIELO may expand the functionalities and/or services in the *App*, adding new services and products, at which time you will be notified about these additions. The first TRANSACTION carried out using the new functionalities shall be considered as acceptance of and adhesion to these services.

4.5. Registration of the Pix Key. To receive a Pix, you shall register the Pix Key via the *App*, linking the chosen Key to your Cielo Pix Account. If you have not registered a Pix Key, you may receive a Pix as long as the Paying User manually enters your Cielo Pix Account details when initiating the Pix transaction. You may register up to twenty (20) keys.




4.5.1. If you have already linked a Pix Key with another institution and want to transfer it to the Cielo Pix Account, you may request its portability through the *App*.

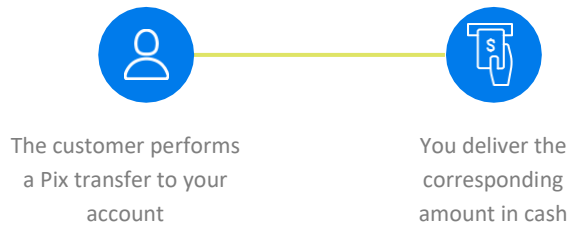
4.5.2. If the Pix Key is registered to a third party's account, i.e., to another account holder, you must authorize CIELO to claim it for your Cielo Pix Account.

4.5.3. CIELO will automatically request the deletion of the Pix Key without prior notice in the following cases:



-  (i) Suspected, attempted or actual fraudulent use of the Pix Key;
- (ii) Identification of the need for adjustments after the key synchronization verification process.

4.6 Pix Withdrawal. You may enable the “Pix Withdrawal” function through CIELO's service channels. When this function is enabled, you can offer your customers (paying users) the withdrawal service. Your customer wishing to withdraw cash may transfer to your Cielo Pix Account through Pix. In such a case, you shall provide the corresponding amount of the Pix transaction to the customer in cash. To offer this solution to your customers, you must comply with time and other restrictions jointly established between you and your Withdrawal Service Provider (FSS)



4.7. Pix Change. You may enable the “Pix Change” function through CIELO's service channels. When this function is enabled, you will offer your customers (paying users) the change service. Your customer who wishes to purchase a product or service and receive a value in cash (change) may send a Pix to your Cielo Pix Account. In this case, you must deliver the amount corresponding to the difference between the Pix made and the value of the product or service purchased in cash to the respective customer. To offer this solution to your CUSTOMER, you must comply with time and other restrictions jointly established between you and your Withdrawal Service Provider (FSS).



5. CHARGES AND FEES

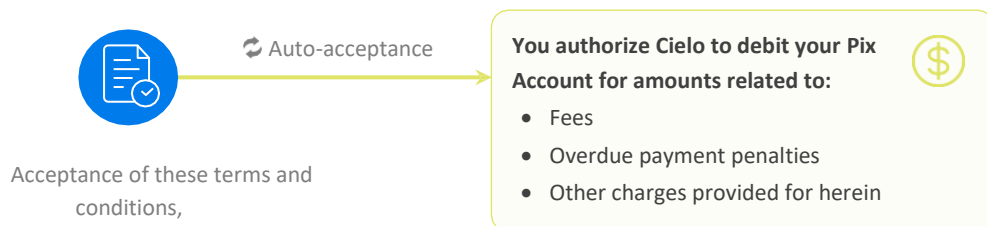
5.1. CIELO may charge specific fees for the TRANSACTIONS received in the Cielo Pix Account.

5.1.1.

All Cielo Pix Account fees and charges applicable to its functionalities are listed for consultation on our Website and/or App at any time.

5.1.2.

Fees and other amounts Users owe, including due to any delays, shall be paid through debit to the Cielo Pix Account done by Cielo. The deduction of amounts due shall be made upon receipt of the funds giving rise to the deduction or upon any other event giving rise to the User's obligation to pay a fee. By accepting these Terms and Conditions, you authorize Cielo to automatically debit from your Cielo Pix Account for all amounts related to fees, overdue payment penalties, and other charges provided for in these Terms and Conditions.



If, for any reason and at any time, Cielo Pix Account does not have sufficient funds to pay the fees and other amounts due, Cielo may:

A

- Not process the payment transaction and/or cease to provide the requested service; or, alternatively

B

- Debit such amounts from the Cielo Pix Account when a positive balance is verified.

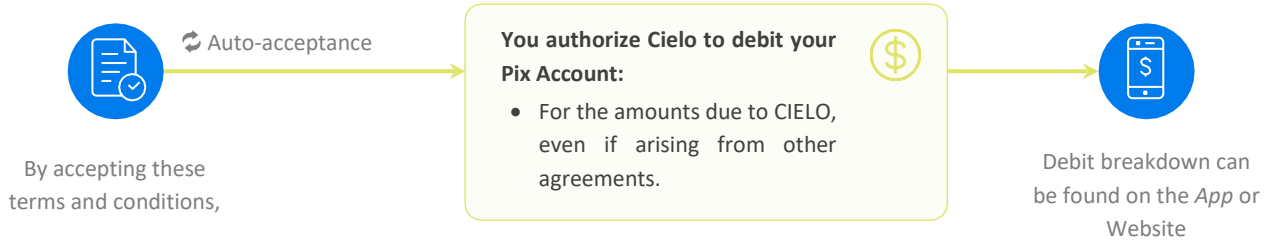
i *If you do not deposit funds into the Pix Cielo Account, or if the funds deposited are insufficient to pay the fees and other amounts due, you must pay them in the manner specified by Cielo.*

If you fail to make the payment due as specified in the previous paragraph, CIELO may take applicable judicial or extrajudicial measures to collect the fees and other amounts due, adding inflation adjustments and legal interest, as well as a non-compensatory penalty of two percent (2%) of the total amount due.

Should you request recurring or scheduled payments in your Cielo Pix Account, you authorize CIELO to automatically debit your Cielo Account for the amounts relating to the TRANSACTION contracted on a recurring or scheduled basis.



5.1.6 Through these Terms and Conditions, you authorize CIELO to debit the existing balance in your Cielo Pix Account to offset amounts you owe to CIELO at any time, even if these amounts arise from other agreements. The amount deducted must always be itemized and related to the cause of the debit, and these details may be verified on our *App* or Website.



6. CIELO'S APP CARE






6.1. Information Contained in the App

5.6.1 CIELO shall do its best to keep Cielo Pix Account information updated, complete, and accurate. To this end, CIELO shall seek to correct any inaccurate information or omissions found in the CIELO SYSTEM as soon as possible.

5.6.2. You shall inform us of any changes to your registration data in the CIELO SYSTEM.

6.2 Service Channel

6.2.1. To best serve you, CIELO shall provide a Service Channel to resolve any conflicts, problems, and/or doubts related to these Terms and Conditions. Users can access the Service Channel through the following telephone numbers:

-  4002 5472 (all locations);
-  0800 570 8472 (except capitals and cell phone calls).
-  4002 8288 (capitals);
-  0800 570 2288 (other regions) (Ombudsman); or
-  On the website: www.cielo.com.br/atendimento.



6.2.2. You may also change and/or update your registration data in the CIELO SYSTEM through the channels above.



6.3. For your safety

6.3.1. CIELO shall block the Pix Account within twenty-four (24) hours of being informed of the loss, theft, or robbery of your login and password details. CIELO and its partners shall not be liable for any transactions performed prior to the effective notification and/or blocking requested.

⚠ **WARNING**

Cielo shall block the Pix Account within 24 hours after the request

Cielo is **not liable** for the transactions performed before the blocking request

6.4. Privacy and Confidentiality Policy

6.4.1. CIELO respects the privacy of its users. Therefore, CIELO shall not process, disclose, or use the user's personal information without the user's prior consent, except in the following cases:

- I

When explicitly provided for in these Terms and Conditions and in the CIELO Privacy Policy; or

II

When CIELO is obliged to do so by court order or by force of law.

Cielo's Privacy Policy is available at <https://ri.cielo.com.br/sobre-a-cielo/governanca-corporativa/estatuto-social-e-politicas/>. All users should read it carefully, as it forms an integral part of these Terms and Conditions.



6.4.2. The data and information collected by CIELO include:

- ✔ User location when using the *App*;
- ✔ User location while using your smartphone for other purposes than the *App*;
- ✔ Other applications' engagement statistics;
- ✔ Network used (mobile/wifi) and operator;
- ✔ Mobile device's brand and model; and
- ✔ Encrypted unique identification of the *App* user.



6.4.3.

Also for the purposes of the Complimentary Law 105 of January 10, 2002, you authorize CIELO to collect and share your registration information, as well as information relating to your transactions and contracted services, with partner companies or members of the same economic group, their service providers, and other institutions that contribute to the processing of transactions carried out from your Cielo Pix account, provided that they respect the applicable laws and regulations on data protection, banking secrecy and privacy.



7. USER LIABILITY

7.1. For correctly accessing and using your Cielo Pix Account, you agree that:

I

You shall bear any additional costs for the internet connection and access to perform TRANSACTIONS;

II

When requested, you shall provide true, accurate, current, and complete information to CIELO;

III

You shall immediately update such information whenever there are any changes; and

IV

You shall respect CIELO's Intellectual Property Rights (as defined below), among others.

7.2. Restrictions. When using the CIELO SYSTEM, the user is prohibited from committing any of the following acts, among others provided for by the applicable laws and regulations:

I

Violating any municipal, national, or international law or regulation incorporated in the Brazilian legal system or applicable in Brazil for any legal reason;

II

Committing acts contrary to morality and good



III Using your Cielo Pix account through the App for actions that are not permitted by law or that result in direct or indirect benefits to criminal agents and/or any illegal practices;

IV Reversing engineer CIELO's systems;

V Impersonating the personality or identity of another person, whether a natural person or a legal entity;

VI Uploading, transmitting, disseminating, displaying, sending, or otherwise making available any illegal content, including, but not limited to, content that is offensive to the honor and privacy of third parties, false, pornographic, obscene, defamatory or libelous, vulgar, prejudicial, or that may give rise to any civil or criminal liability under the law;

VII Uploading, transmitting, disseminating, displaying, sending, or in any way making available any content that violates any third-party rights;

VIII Uploading, transmitting, disseminating, displaying, sending, or in any way making available any type of advertisement, propaganda, or promotional material unsolicited or unauthorized by CIELO, such as unsolicited messages or messages sent in bulk;

IX Uploading, transmitting, disseminating, displaying, sending, or in any way making available any content that contains viruses or any other computer code, file, or program aiming to interrupt, destroy, or limit the functionality of any software, hardware, or equipment;

X Threatening, coercing, or in any way embarrassing other Users;

XI Violating the confidentiality and privacy rights of third parties; and

XII Practicing any acts which directly or indirectly, in whole or in part, may cause damage to CIELO, other Users, or any third party.



7.3. You acknowledge that any system relying on the internet is subject to failures and downtime. Therefore, CIELO or its partners shall not be held liable in the event of temporary unavailability of the Cielo Pix Account. In such cases, you may contact CIELO through the Customer Service Channels.

⚠ WARNING

Cielo and its partners are **not liable** for the temporary unavailability of the Cielo Pix Account.

7.4. Regarding purchasing products and services through Pix TRANSACTIONS, CIELO does not assume any liability or guarantee for the delivery or provision of the respective product or service with a third party since Pix is merely a means of payment. Thus, CIELO is only liable for the intermediation of payments, while you are solely responsible for the quality and delivery of products and services, as well as for all risks related to this transaction.

 **8. INTELLECTUAL PROPERTY**

8.1. The *App* and/or Site and its content, as well as any other texts, graphics, images, photos, illustrations, trademarks, trade names, service marks, logos, information, source code, layouts, domain names, software, know-how, and other materials are all protected by intellectual property rights ("Intellectual Property Rights").



8.2. CIELO owns all Intellectual Property Rights in the *App*. Commercial exploitation, transmission, disclosure, modification, reproduction, copying, or any other form of commercial use of such content by the user is strictly prohibited.

8.3. Unauthorized use of any Cielo trademark, logo, and/or design is prohibited and will subject the user to the penalties provided for by applicable laws and regulations, especially Law 9.279 of 1996 ("Industrial Property Law").

8.4. The Central Bank of Brazil is the sole owner of the Pix brand. CIELO possesses a temporary, non-exclusive, and non-transferable license for using the brand in its nominative and symbolic forms. Cielo's use of the Pix brand is exclusively under the terms of BCB Resolution no. 1/20 and the annexed regulations or the Brand Use Manual. If you use the Pix trademark in your commercial establishment, you shall comply with the provisions of the aforementioned regulations, and the use of the trademark does not grant you any ownership rights or other benefits relating to the trademark.



8.4.1. If you are a commercial establishment advertising payment instruments you accept, you shall not:

- I Convey the Pix brand in a dimension smaller than the brands, symbols, or logos of other payment instruments you accept in your commercial establishment; and
- II Convey the impression that Pix is more widely accepted or less advantageous than other accepted instruments when this impression is not based on reality or reasonably justified by technical differences.

 **9. DURATION**


9.1. Duration of these Terms and Conditions

9.1.1. These Terms and Conditions shall be effective from the date of the User acceptance and shall remain in effect for as long as:

- A The Cielo Pix Account services and functionalities are available to the User in the App;
- B The User is duly registered to use the Cielo Pix Account;
- C The User uses the functionalities available in the App; and
- D The User has a balance in the Cielo Pix Account.

9.2. Cancellation by Cielo

9.2.1. CIELO may terminate these Terms and Conditions and interrupt the provision of Cielo Pix services and/or functionalities to the User without penalty in the following cases:

-  (i) User's use of Pix violates applicable laws and regulations, including but not limited to irregularities before the Internal Revenue Service in Brazil;
- (ii) Inactivity of the Cielo Pix account for more than ninety (90) calendar days;





- (iii) Suspected or confirmed fraud committed by the User through the Cielo Pix Account;
- (iv) Bankruptcy, in-court or out-of-court reorganization, or civil insolvency of the User if the User is a legal entity; and
- (v) Upon at least seven (7) days' notice to the User.

9.3. Cancellation by the User

- 9.3.1. At any time and without justification, the User may request the cancellation of their Cielo Pix Account through the Service Channel.
- 9.3.2. If the Cielo Pix Account is terminated for any reason, the User shall notify CIELO of any available balance in the User's Pix Account at the time of termination so that CIELO may refund such amount by crediting the User's checking and/or payment account.



 **10. INDEMNIFICATION**

10.1. Under these Terms and Conditions, the User hereby agrees to indemnify, defend and hold harmless CIELO, its directors, officers, employees, subsidiaries, affiliates, and the successors and assigns of each of them from and against any claims, liabilities, obligations, demands, losses, costs, expenses (including attorneys' fees), fines, penalties, and amounts paid as settlements imposed by or against CIELO or incurred by CIELO as a result of the use of the Cielo Pix Account or violation of these Terms of Service or the Privacy Policy.

 **11. COMMUNICATIONS**

11.1. You authorize CIELO to contact you by any means (*App*, telephone, email, SMS, notifications via the CIELO Website) to send you communications of interest regarding CIELO, especially for fraud prevention. In addition, you authorize sending direct mail, emails, SMS, *push* notifications, and offers of CIELO products or services. This authorization may be canceled at any time upon request via the Service Channel.



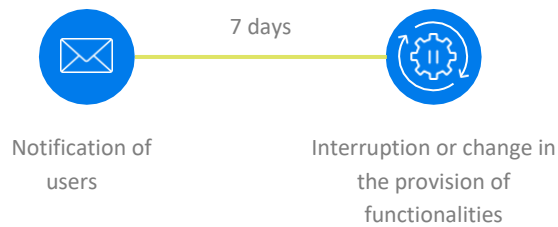
11.2. You hereby acknowledge that all access to the *App* must be through your own authentication so that all communications sent and/or made available by CIELO through the *App* mentioned above will be fully validated and have probative force before any court. As such, it shall be considered valid and effective.



12. FUNCTIONALITY MAINTENANCE AND INTERRUPTION

12.1. CIELO reserves the right to maintain, modify, or update its system at any time. Consequently, the services and/or functionalities of the *App* and/or the Site, including the Cielo Pix Account, may be temporarily unavailable.

12.2. CIELO may interrupt or change the provision of specific Cielo Pix Account *App* and/or Website functionalities and/or services by notifying users of such changes at least seven (7) days in advance.



 **Attention!**



13. USER SAFETY

13.1. CIELO DOES NOT REQUEST OR REQUIRE ITS USERS TO DISCLOSE THEIR PASSWORDS OR OTHER BANKING DETAILS BY EMAIL, TELEPHONE, OR ANY OTHER INDIVIDUALIZED SERVICE CHANNEL. Therefore, if you receive any communication asking for such information, do not respond; disregard it and send a report to the Service Channels, if possible. CIELO actively fights against electronic fraud and relies on its Users’ awareness to browse the Internet safely.



14. MONEY LAUNDERING PREVENTION

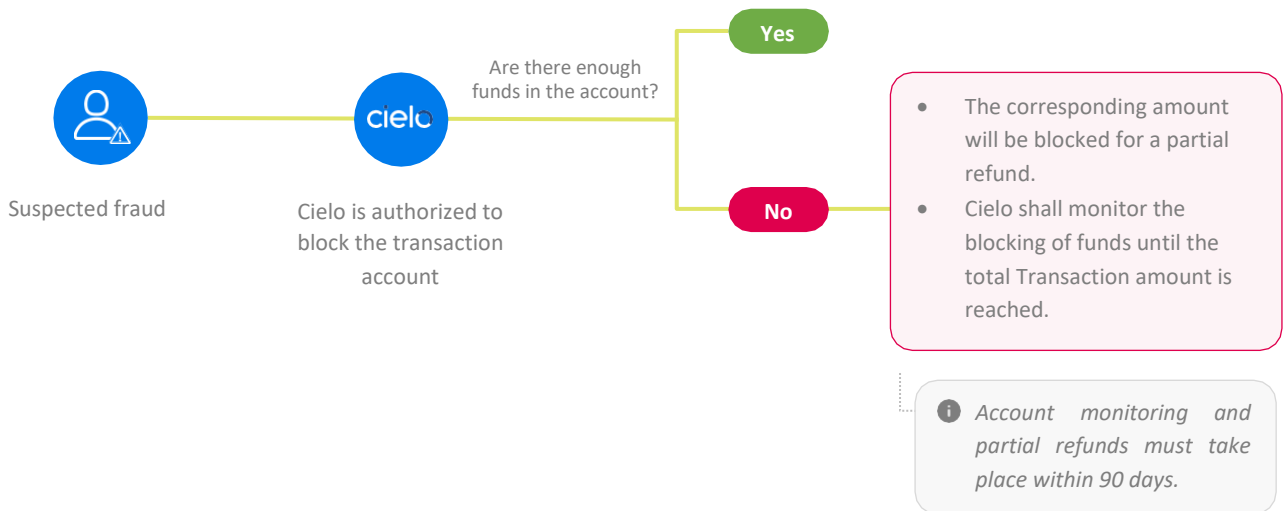
14.1. You acknowledge and agree to comply with the procedures for preventing and combating activities related to the crimes of money laundering and concealment of assets, rights, and values in accordance with [Law No. 9,613 of March 3, 1998](#), and [BCB Circular No. 3.978/20](#).



15. REFUNDS FOR LEGITIMATE SUSPICION OF FRAUD

15.1. When there is a legitimate suspicion of fraud, by accepting this clause, the user **AUTHORIZES CIELO to block their transaction account** for the refund amount requested or block the corresponding total funds of the account if the balance is insufficient to cover the requested refund.

15.2. If only a partial refund of the transaction amount has been made due to insufficient funds in the User's Transaction Account, CIELO shall monitor the account so that further partial refunds may be made until the total amount of the TRANSACTION is reached whenever funds are available in the account. Monitoring and partial refunds must last at most for ninety (90) days of the original TRANSACTION.



15.3. Upon confirmation of fraud against the user, CIELO may refund the amount claimed to the requesting user through the Special Refund Mechanism.

16. MISCELLANEOUS

16.1. Headings are for reference purposes only and in no way define, limit, determine the interpretation of, or describe the scope or extent of the respective section.

16.2. We may assign the rights and obligations arising from these Terms and Conditions to third parties, whether from the same economic group or not. However, given the personal and non-transferable nature of your Cielo Account, your rights may not be assigned or transferred without our prior consent.

16.3. CIELO's failure to enforce compliance with these Terms and Conditions by you or any other user does not constitute a waiver of CIELO's rights to enforce them on similar or future occasions.



16.4. CIELO may change these Terms and Conditions by publishing the updated document on its channels (including the *App* and the Website). The new version of this instrument will automatically apply, regardless of any new acceptance by the User.

16.4.1.

If the User, for whatever reason, does not agree with the new version of the Terms and Conditions, they must notify CIELO through the Service Channels within seven (7) days from the date of its publication.

16.4.2.

If the User does not explicitly object to the new version of the Terms and Conditions within the period mentioned above, their agreement will be presumed.

16.5. CIELO and the user hereby elect the Courts of the Capital of the State of São Paulo to settle any questions relating to these Terms and Conditions.

