C-CASH GLOBAL PTE LTD
OFFERING TERMS AND CONDITIONS
Effective: 01 April 2026

IMPORTANT NOTICE – PLEASE READ CAREFULLY BEFORE USING ANY C-CASH GLOBAL PRODUCT OR SERVICE

These Offering Terms and Conditions ("Offering T&C") are published by C-Cash Global Pte Ltd ("C-Cash Global") and govern the use of all C-Cash Global products, platforms, and professional services. By executing MSA, any order form, accessing any C-Cash Global product, or continuing to use any C-Cash Global service, the client agrees to be bound by these Offering T&C as currently in effect and as amended from time to time. The updated terms of Offering T&C take effect upon publication. Continued use after publication constitutes acceptance.

PART I | GENERAL PROVISIONS

1. Relationship to MSA and order forms

1.1 These Offering T&C form an integral part of each agreement between C-Cash Global and the client and are incorporated by reference into the MSA and all order forms. In the event of any conflict, the order of precedence is: (i) the order form and its annexes; (ii) these Offering T&C; (iii) the MSA.

2. Right to amend

2.1 C-Cash Global may amend, update, or replace the Offering T&C from time to time. The Offering T&C, as in effect at the relevant time, shall apply to the offering.

2.2 Amendments are effective upon publication at https://www.c-cashglobal.com. C-Cash Global will use reasonable efforts to notify clients of material changes via email or product notification at least 10 days in advance, except where earlier implementation is required by law, security needs, or software provider policy changes.

2.3 Updated Offering T&C will apply to the client’s continued use of any offering provided by C-Cash Global.

PART II | PRODUCT-SPECIFIC TERMS

3. C-Cash Connect – Format conversion and Bank report upload service

3.1 Service description

3.1.1 C-Cash Connect converts bank statement files from formats provided by the client's banks into standardized formats compatible with the client's TMS. C-Cash Global provides this service as reseller and integration partner of the underlying third-party software component (the "Connect Component").

3.1.2 C-Cash Connect's conversion capability is limited to the bank statement formats and file types supported by the Connect Component as listed in the applicable order form or format compatibility matrix.

C-Cash Global does not guarantee compatibility with all bank formats or all versions of bank statement files. The format support list may change based on the Connect Component provider's updates.

3.2 Client obligations

3.2.1 The client must: (a) ensure that bank statement files submitted to C-Cash Connect are in a format and quality sufficient for conversion; (b) comply with all applicable terms and conditions imposed by the software provider for the Connect Component; (c) not use C-Cash Connect to connect to or process data from any sanctioned or embargoed financial institution; (d) ensure that all data transmitted complies with applicable laws, including data protection and financial regulations; and (e) promptly notify C-Cash Global of any data quality issues or unexpected conversion outputs.

3.3 Liability allocation – C-Cash Connect

3.3.1 The Connect Component is operated by the relevant software provider. C-Cash Global facilitates access to the Connect Component and acts as the client's commercial point of contact. C-Cash Global does not warrant: (a) the accuracy, completeness, or fitness for purpose of any converted output; (b) the availability or uptime of the Connect Component; (c) compatibility with any particular bank format not specified in the order form; or (d) that conversion outputs will be accepted by the client's TMS.

3.3.2 C-Cash Global's liability in connection with C-Cash Connect is limited to passing through to the client any remedies or credits it may receive from the applicable software provider. C-Cash Global has no independent liability for conversion errors, data loss, bank connectivity failures, or any other deficiency attributable to the Connect Component or to any bank's technical systems.

3.3.3 The client acknowledges that: (i) C-Cash Connect does not validate the accuracy of the source data in bank statements; (ii) conversion quality depends on the completeness and structural consistency of the source files; and (iii) certain bank statement formats may not be supported, and C-Cash Global will notify the client if a requested format is outside the supported scope.

4. C-Cash Enterprise – Full-stack TMS license

4.1 Service description

4.1.1 C-Cash Enterprise is a full-stack TMS license powered by Kyriba Corp., providing each client with a dedicated Kyriba database instance and full module access as specified in the applicable order form. C-Cash Global acts as reseller and implementation partner.

4.2 Kyriba platform terms

4.2.1 The client's use of C-Cash Enterprise is subject to Kyriba Corp.'s end-user terms and acceptable use policy, which the client may be required to accept directly on the Kyriba platform. C-Cash Global will provide the client with access to the relevant Kyriba terms. The client's failure to comply with Kyriba's terms may result in suspension or termination of access by Kyriba, for which C-Cash Global bears no liability.

4.2.2 Service levels, uptime commitments, support response times, and data security for C-Cash Enterprise are as specified by Kyriba Corp. in its applicable service level agreements. C-Cash Global will use commercially reasonable efforts to facilitate the client's access to SLA remedies under Kyriba's

agreements. C-Cash Global provides no independent warranty as to uptime, availability, performance, or security of the Kyriba platform.

4.3 Updates and changes

4.3.1 Kyriba Corp. may update, modify, or change the features, functionality, or interface of the Kyriba platform at any time. C-Cash Global will provide reasonable notice to the client of material changes where C-Cash Global is notified by Kyriba in advance. C-Cash Global is not liable for any impact on the client's operations arising from platform updates made by Kyriba.

5. C-Cash Vision – Shared-Instance TMS License

5.1 Shared-instance architecture

5.1.1 C-Cash Vision operates on a shared-instance architecture designed, configured, and operated by C-Cash Global on the Kyriba platform. C-Cash Global is responsible for the design and configuration of the shared environment. Multiple clients use the TMS within a single Kyriba database instance, with each client's data logically separated through access-permission controls configured and managed by C-Cash Global.

5.1.2 Module access, report templates, and system configurations under C-Cash Vision are pre-set by C-Cash Global and cannot be customized by individual clients. This is an inherent and disclosed feature of the C-Cash Vision product.

5.2 Client acknowledgements – C-Cash Vision

By subscribing to C-Cash Vision, the client expressly and irrevocably acknowledges and agrees that:

a) multiple clients share a single Kyriba database instance, and this is an feature as designed by C-Cash Global;
b) data isolation is implemented exclusively through access-permission controls configured and managed by C-Cash Global, and is not based on physical data separation;
c) module access, report templates, and system configurations are pre-set by C-Cash Global and cannot be customized by the client; requesting customization requires a signed change order and may require migration to C-Cash Enterprise;
d) C-Cash Global maintains commercially reasonable security and access controls for the shared environment, and will promptly investigate and remediate any confirmed data isolation breach; however, C-Cash Global does not guarantee that data isolation will be maintained in all circumstances beyond C-Cash Global's reasonable control;
e) C-Cash Global's liability for any data isolation failure that is solely attributable to C-Cash Global's configuration or operation of the shared environment (and not to Kyriba's underlying platform) is governed by the liability cap in the MSA.

5.3 Prohibited uses – C-Cash Vision

5.3.1 C-Cash Vision clients must not: (a) attempt to access, read, or modify another client's data; (b) attempt to circumvent, bypass, or test the limits of the access-permission controls; (c) use any tool, script, or automated method to probe the data isolation boundaries; or (d) request the export or transfer of data belonging to another client.

6. Delays and excusable events

6.1 Delays caused by any of the following shall extend the project timeline on a day-for-day basis without fee reduction or liability to C-Cash Global: (a) Client's failure to provide timely inputs, approvals, data, or system access as required; (b) changes to Client requirements or scope; (c) technical unreadiness of third-party systems engaged by client (including banks and ERP vendors); (d) force majeure events; or (e) any other circumstance outside C-Cash Global's reasonable control.

6.2 In particular, bank connectivity timelines are contingent on the readiness and cooperation of the relevant banks and their technical infrastructure. C-Cash Global shall not be liable for delays arising from banks' failure or refusal to provide technical cooperation, API access, or format specifications in a timely manner.

7. Hyper-care support period

7.1 Following go-live and final acceptance, C-Cash Global shall provide a 10-business-day hyper-care support period during which the implementation team will: (a) monitor the live production environment; (b) address post-go-live defects or configuration issues; and (c) respond to user questions.

7.2 After the hyper-care period, the client transitions to BAU (Business-As-Usual) support via the C-Cash Global helpdesk ticketing system. hyper-care is not a warranty and does not extend or supplement any warranty applicable under the order form or MSA.

PART III | ACCEPTABLE USE POLICY

8. Permitted use

8.1 C-Cash Global Offerings may only be used: (a) for the client's internal business purposes; (b) in accordance with all applicable laws and regulations; (c) in the manner described in the applicable order form, SOW, and documentation; (d) in compliance with the terms imposed by relevant software providers (including Kyriba's acceptable use policy); and (e) subject to the user and license limits specified in the order form.

9. Prohibited uses

9.1 The Client must not, and must ensure that its users do not:

a) resell, sublicense, lease, or provide service bureau or time-sharing access to any C-Cash Global offering to any third party without C-Cash Global's prior written consent;
b) reverse-engineer, decompile, disassemble, or attempt to derive the source code of any C-Cash Global software or the licensed software;
c) use any offering to process data on behalf of any third party, or to provide outsourced or managed services to third parties based on the offering, without prior written consent;
d) circumvent, disable, or interfere with any security, access control, data isolation, or authentication mechanism within any offering;
e) transmit any data or content that is unlawful, fraudulent, or in violation of applicable data protection, financial, or sanctions laws;

f) use any offering to connect to, process transactions with, or transmit data involving any entity subject to sanctions or embargo by Singapore, the United States, the European Union, or any other applicable jurisdiction;
g) use any automated tool, script, bot, or crawler to access or probe any C-Cash Global offering in a manner that could damage, overload, or impair the systems of C-Cash Global or any software provider; or
h) share user credentials with any unauthorized person, or allow user credentials to be used by more than one individual.

9.2 C-Cash Global reserves the right to suspend any user's access immediately and without prior notice if C-Cash Global has reasonable grounds to believe that the user or client is in breach of this acceptable use policy, pending investigation and resolution.

PART IV | C-CASH GLOBAL OBLIGATIONS AND DISCLAIMERS

10. C-Cash Global's role as Access provider

10.1 C-Cash Global's role under each agreement is limited to facilitating the client's access to the relevant licensed software and providing professional services where contracted. C-Cash Global does not develop, own, operate, or maintain the licensed software (being Kyriba's TMS platform and the Connect Component). C-Cash Global acts as an authorized reseller, integration partner, and implementation service provider.

10.2 C-Cash Global's obligations with respect to the licensed software are limited to: (a) arranging the provision of licenses through the relevant software providers; (b) providing access credentials and coordinating onboarding; and (c) serving as the primary commercial and administrative point of contact.

10.3 The ongoing operation, performance, availability, maintenance, security patching, and support of the licensed software (including the Kyriba platform and the Connect Component) are the responsibility of the respective software providers and not C-Cash Global.

10.4 Direct recourse against subcontractors. The client’s sole contractual counterparty under each agreement is C-Cash Global. The client shall have no direct claim, cause of action, or remedy against any subcontractor in relation to the professional services. No subcontractor is intended to be a third-party beneficiary of, or to owe any direct duty or obligation to the client under, any agreement. Any claim, dispute, or request for remedy of the client relating to the professional services shall be directed exclusively to C-Cash Global.

10.5 No Increase in liability. C-Cash Global’s responsibility for any act, omission, default, or breach of any subcontractor is subject to, and shall not operate to increase, the exclusions and limitations of liability set out in the MSA (including the aggregate liability cap and the exclusion of indirect and consequential damages). The client’s aggregate recovery in relation to any Subcontractor matter, together with any other claim under the agreement, shall not exceed such cap.

11. Disclaimers

DISCLAIMER OF WARRANTIES

THE LICENSED SOFTWARE (INCLUDING C-CASH CONNECT, C-CASH ENTERPRISE, AND C-CASH VISION) AND THE KYRIBA PLATFORM ARE PROVIDED "AS IS" AND "AS AVAILABLE" AS OPERATED BY THE RESPECTIVE SOFTWARE PROVIDERS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, C-CASH GLOBAL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE LICENSED SOFTWARE, INCLUDING WITHOUT LIMITATION: (a) WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, OR NON-INFRINGEMENT; (b) THAT THE LICENSED SOFTWARE WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE; (c) THAT DEFECTS WILL BE CORRECTED WITHIN ANY PARTICULAR TIMEFRAME; (d) THAT THE LICENSED SOFTWARE WILL MEET THE CLIENT'S SPECIFIC REQUIREMENTS OR EXPECTATIONS; OR (e) THAT DATA PROCESSED THROUGH THE LICENSED SOFTWARE WILL BE COMPLETE, ACCURATE, OR CURRENT.

11.1 C-Cash Global does not warrant that the licensed software will integrate with or be compatible with any particular third-party system, ERP, banking system, or data format not specified in the applicable order form.

11.2 C-Cash Global is not responsible for and makes no representations regarding: (a) the accuracy, completeness, or reliability of any financial data processed through the offerings; (b) the adequacy of the offerings for the client's regulatory reporting or compliance purposes; or (c) any investment, treasury, or financial decisions made by the client based on outputs from the offerings.

11.3 C-Cash Global is not responsible for any aspect of client materials and makes no representations or warranties in relation thereto. To the fullest extent permitted by law, C-Cash Global excludes all liability for losses arising from client materials.

11.4 If any third-party provider (including a bank, ERP vendor, or other connector) takes any action that alters, impedes, or impairs an offering's ability to interoperate with client systems or bank systems, C-Cash Global is not responsible or liable for any resulting lack of interoperability.

PART V | LIMITATION OF LIABILITY

12. Software provider liability pass-through

12.1 C-Cash Global's sole obligation with respect to any failure, deficiency, interruption, security breach, data loss, or other incident attributable to the licensed software or any software provider's act or omission is to use commercially reasonable efforts to: (a) notify the client promptly; (b) escalate to and pursue remedies with the relevant software provider on the client's behalf; and (c) pass through to the client any remedies, credits, or compensation that C-Cash Global obtains from the software provider.

PART VI | DATA PROTECTION AND SECURITY

13. Client data responsibilities

13.1 The client is solely responsible for: (a) ensuring that all client data submitted through any C-Cash Global offering complies with applicable data protection laws, including obtaining all necessary consents and authorizations; (b) the accuracy, quality, legality, and completeness of all client data; (c) maintaining appropriate backups of client data independent of the offerings; and (d) complying with the data retention and deletion policies of the relevant software providers.

13.2 C-Cash Global will implement commercially reasonable security measures for any systems or infrastructure it directly controls in connection with the offerings. For the licensed software, data security is governed by the applicable software provider's security practices and certifications.

13.3 In the event of a data incident affecting the licensed software, C-Cash Global will: (a) notify the client within a commercially reasonable time after becoming aware, to the extent permitted by applicable law and the software provider's incident response protocols; and (b) cooperate with the client in its investigation to the extent within C-Cash Global's reasonable control.

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These Offering T&C supersede all previous versions. The current version is always available at https://www.c-cashglobal.com.

— END OF OFFERING TERMS AND CONDITIONS —