

GENERAL TERMS AND CONDITIONS FOR THE MONNAIE DE PARIS' LOYALTY PROGRAMME

Version in force on 28 April 2022

Article 1. Purpose of the Monnaie de Paris' Loyalty Programme

The Monnaie de Paris will launch a loyalty programme on 15 March 2022.

The Monnaie de Paris' loyalty programme (hereinafter referred to as the "Loyalty Programme") is a programme that was implemented by MONNAIE DE PARIS, an industrial and commercial public establishment (EPIC) under the authority of the Ministry of the Economy, Finance and the Recovery (139 rue de Bercy — 75012 Paris), registered on the Paris commercial register (RCS) under the number 160 020 012 and whose headquarters are located at 11 Quai de Conti, 75006 Paris. This Programme gives registered clients access to advantages and special offers.

Membership in the Loyalty Programme will allow the client to reach four statuses depending on the cumulative amount spent and/or time spent as a Monnaie de Paris client:

- Bronze
- Silver
- Gold
- Palladium

The different conditions to reach these statuses are outlined in Article 3 of these General Terms and Conditions.

Article 2. Eligibility and Operation of the Loyalty Programme

Membership in the Loyalty Programme is open, exclusively, to any natural person who has ordered at least once from Monnaie de Paris, or via an intermediary on our website: <https://www.monnaiedeparis.fr/en> (except for orders made via the ticketing office in our museum, in our physical shop or on our website), or by an intermediary of our physical shop at 2 bis, Rue Guénégaud, 75006 Paris, or via a correspondence order of items from the Monnaie de Paris (by post or telephone).

In order for your purchases of items from the Monnaie de Paris to be counted as part of your membership in the Loyalty Programme, you must log in to your client account before you make your order. If you have several client accounts, they cannot be merged.

Membership in the Loyalty Programme is a personal and individual membership. Your membership in the Loyalty Programme cannot be transferred or given to another person.

Orders that have been returned if you exercise your right of withdrawal will not be counted in the calculation of the accumulation of purchases that will allow you to have access to the advantages of the Loyalty Programme.

Orders with an option to pay by bank transfer for which there has been no payment will not be counted in the accumulation of purchases that will allow you to have access to the advantages of the Loyalty Programme.

Article 3. Conditions to Reach Different Statuses

Membership in the Monnaie de Paris' Loyalty Programme will give access to one of the following four statuses:

- **BRONZE** status: You will automatically be a Bronze member as soon as you have made your first purchase with the Monnaie de Paris, and this, with no minimum purchase amount.
- **SILVER** status: You will reach Silver status when you have spent €500 over the past 12 months or from when you have 3 cumulative years as a Monnaie de Paris client.
- **GOLD** status: You will reach Gold status when you have spent €2000 over the past 12 months or from when you have 5 cumulative years as a Monnaie de Paris client **and** have spent €500 over the past 12 months.
- **PALLADIUM** status: You will reach Palladium status when you have spent €7500 over the past 12 months or from when you have 10 cumulative years as a Monnaie de Paris client **and** have spent €2000 over the past 12 months.

Cumulative years means the number of civil years that have passed since you joined the Loyalty Programme.

Reaching a status is only valid until the end of the civil year underway.

At the end of the civil year, you must meet the conditions outlined below in order to be able to continue to have the same status in the civil year to come:

- **BRONZE** status: Bronze member status is not subject to any special conditions.
- **SILVER** status: you may continue to have Silver member status if you have accumulated €500 worth of purchases over the past civil year, or from when you have 3 cumulative years as a Monnaie de Paris client.
- **GOLD** status: you may continue to have Gold member status if you have accumulated €2000 worth of purchases over the past civil year, or from when you have 5 cumulative years as a Monnaie de Paris client **and** have spent €500 over the past civil year.
- **PALLADIUM** status: you may continue to have Palladium member status if you have accumulated €7500 worth of purchases over the past civil year, or from when you have 10 cumulative years as a Monnaie de Paris client **and** have spent €2000 over the past civil year.

If you do not meet the conditions to continue to have the same status, you will be downgraded to the lower status for the upcoming civil year.

Downgrading to a lower status means that you will lose access to the advantages of your previous status.

If no orders are placed in a calendar year, your seniority is reset to zero.

You can see your status as well as its expiry date in your client account, which is available on our website under the *Programme de fidélité* [Loyalty Programme] section. If you do not have a client account on

our website, you can learn more about your status by calling +33 (0) 1 40 46 59 30 or by e-mailing us at vad@monnaiedeparis.fr

Article 4. Advantages of the Loyalty Programme

Loyalty Programme advantages are proposed throughout your membership in the Loyalty Programme.

To find out more about the advantages of each status, visit this page on our website: <https://www.monnaiedeparis.fr/fr/programme-de-fidelite>

All advantages are subject to the availability of the items in question.

Article 5. End of Membership in the Loyalty Programme

Monnaie de Paris reserves the right to cancel the advantages within the Loyalty Programme, and/or suspend or remove membership in the Loyalty Programme in the event of a violation of these General Terms and Conditions.

Monnaie de Paris will carry out said cancellation, suspension or removal after having informed the client of this by all means deemed necessary.

You may end your membership in the Loyalty Programme by calling +33 (0) 1 40 46 59 30 or e-mailing us at vad@monnaiedeparis.fr

Article 6. Amendments to the General Terms and Conditions of the Loyalty Programme

Monnaie de Paris reserves the right to amend these General Terms and Conditions at any moment and will inform the client of this by all means.

Monnaie de Paris also reserves the possibility to amend or end the Loyalty Programme. Any amendments to, or cancellation of, the Loyalty Programme will not entitle the client to compensation.

In the event of a definitive end to the Loyalty Programme, Monnaie de Paris will inform its clients by the means it deems the most suitable.

Article 7. Personal Data

Personal data collected by Monnaie de Paris, the data controller, are those that you voluntarily transmit upon creation of a client account on our website: <https://www.monnaiedeparis.fr/en/confidentiality-and->

personal-data-protection, or in our physical shop at 2 bis, Rue Guénégaud, 75006 Paris, or during correspondence purchases (by post or telephone).

Monnaie de Paris has put all necessary measures into place in order to prevent any risks of loss, deterioration, or unsuitable use of collected data.

Information and data about you are necessary to process your order and for our sales relationship with you. They are collected for these purposes. These data can be used by Monnaie de Paris for e-mail reminders about abandoned transactions. They are also processed to detect risky transactions, which may, in this case, cause payments to be blocked.

Information about how long your personal data are stored is explained on our *Politique de confidentialité* [Private Policy] that you may read on: <https://www.monnaiedeparis.fr/en/confidentiality-and-personal-data-protection>

Monnaie de Paris may transmit your personal data to third parties such as services providers or sales partners in order to correctly execute this contract, to send newsletters or for market research.

Per French and European law that applies to personal data, you may exercise your rights of access, to rectification, to restrict processing, to object, to erasure, to object to profiling and data portability concerning information about you. You also have the right to give instructions regarding the removal of personal data after your death.

You may exercise these rights by writing to the following address:

Monnaie de Paris — Délégué à la Protection des Données [Data Protection Officer](DPO) — 11 quai de Conti — 75270 Paris Cedex 06.

or: donneespersonnelles@monnaiedeparis.fr

You also have the right to object to receiving market research by writing to us at this address, by e-mail or by post.

Article 8. Disputes

These General Terms and Conditions are subject to French law.

In the event of a dispute, you are entitled to seek recourse to a conventional mediation procedure or any other alternative dispute resolution method.

In accordance with the provisions of the *Code de la consommation* [French Consumer Code] regarding amicable settlement of disputes, Monnaie de Paris is a member of FEVAD's (Fédération du e-commerce et de la vente à distance) *Service du Médiateur du e-commerce* [E-commerce Mediation Service], whose contact details are as follows: 60 rue La Boétie — 75008 PARIS — <http://www.mediateurfevad.fr>. After a prior written request from consumers to Monnaie de Paris, the *Service du Médiateur* may be contacted for any consumer dispute for which a settlement has not been reached. To learn more about referrals to the *Médiateur*, click here.

In the event of any dispute, you may visit the European Commission's Online Dispute Resolution platform in order to seek recourse to a conventional mediation procedure.

In the event of legal action, any disputes regarding the interpretation and/or execution of these General Terms and Conditions will come under the authority of French jurisdictions.

Notwithstanding, no party may be held responsible for the total or partial non-execution of its obligations if this non-execution is due to unforeseeable circumstances or force majeure, as set out by the jurisprudence of the courts, notably but not exclusively, due to flooding, fires, storms, shortages of raw material, general or partial strike of transport or postal services.

In the event that any of the provisions are cancelled or considered unenforceable against the client by a court decision, all other provisions of these general conditions shall remain in force.