

TERMS AND CONDITIONS

FLOT TERMS AND CONDITIONS

Effective Date: 21/04/26

1. INTRODUCTION

These Terms and Conditions (“Terms”) govern your access to and use of the services provided by Flot (“Flot”, “we”, “our”, “us”). Flot is a financial technology service that facilitates digital payments, transfers, and related financial services.

By accessing or using our platform, you agree to be bound by these Terms and all applicable laws and regulations of Sierra Leone.

2. REGULATORY STATUS

Flot operates within the financial regulatory framework of Sierra Leone and complies with applicable directives issued by the Bank of Sierra Leone and relevant authorities.

Flot is not a deposit-taking institution unless explicitly stated. We may partner with licensed banks and payment service providers for the processing and settlement of transactions.

3. ELIGIBILITY

To use Flot, you must:

- Be at least 18 years of age
- Have legal capacity to enter into binding agreements
- Provide accurate and complete registration information
- Successfully complete identity verification (KYC) where required

Flot reserves the right to refuse, suspend or terminate access where eligibility, regulatory or compliance requirements are not met.

4. SERVICES

Flot provides services including but not limited to:

- Peer-to-peer money transfers
- Merchant payments
- Payment link generation
- Wallet and card-based transactions

We may modify, suspend, or discontinue services at any time without prior notice where necessary for operational, legal, or security reasons.

Flot does not guarantee uninterrupted or error-free service. We are not liable for service interruptions, system failures or delays, or losses caused by technical issues beyond our control.

5. USER OBLIGATIONS

You agree to:

- Provide and maintain accurate, current, and complete information
- Maintain the confidentiality of your account credentials
- Notify us immediately of any unauthorized access.
- Not circumvent security of authentication measures
- Not use the platform for unlawful, fraudulent or abusive purposes
- Not engage in fraud, money laundering, or prohibited activities

You are solely responsible for all activity conducted through or under your account. Violation of these obligations may result in immediate suspension or termination.

6. TRANSACTIONS

- All transactions are final once confirmed
- Processing times may vary depending on third-party providers

- Applicable fees will be disclosed prior to transaction confirmation. Flot reserves the right to update fees with reasonable notice. Continued use of services constitutes acceptance of updated fees.

Flot is not liable for delays or failures caused by mobile networks, banks, or external systems.

7. COMPLIANCE AND MONITORING

Flot may:

- Monitor transactions for suspicious or illegal activity
 - Suspend or block transactions in accordance with AML/CFT obligations
 - Request additional verification or documentation
 - Report transactions to regulatory authorities where required
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8. LIMITATION OF LIABILITY & INDEMNIFICATION

To the fullest extent permitted by law:

- Flot shall not be liable for indirect, incidental or consequential damages
- The total liability of Flot shall not exceed the value of the disputed transaction or the amount paid by you (if any) for using our services.
- Flot is not responsible for losses caused by third party systems or user errors.

You agree to indemnify and hold Flot harmless from any claims, damages, or losses arising from:

- Your violation of these Terms
 - Your misuse of the platform
 - Your breach of applicable laws and regulations.
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9. SUSPENSION AND TERMINATION

Flot reserves the right to suspend or terminate accounts:

- To comply with legal or regulatory obligations
- If fraud or suspicious activity is detected

- If you breach these Terms and Conditions

You may terminate your account by contacting us.

10. Intellectual Property

All platform content, software, algorithms, and systems are developed, owned by or licensed to Flot.

You may not:

- copy, reproduce or distribute any content,
- reverse-engineer or attempt to extract source code
- Use Flot's intellectual property without our prior written consent.

11. Data Protection and Privacy

Your personal data is processed in accordance with our Privacy Policy.

We implement safeguards to protect your data and comply with applicable data protection and financial regulations.

12. Force Majeure

Flot shall not be liable for delays or failure caused by events beyond our control, including network or infrastructure failures, government actions, natural disasters, wars, flooding, pandemic, and epidemic.

13. DISPUTE RESOLUTION

Any disputes arising from use of the platform shall first be resolved amicably. Where unresolved, disputes may be referred to the Bank of Sierra Leone or competent courts in Sierra Leone.

14. AMENDMENTS

Flot may update these Terms at any time. Where required, we will notify users of material changes. Continued use of the platform constitutes acceptance of the updated Terms.

15. GOVERNING LAW

These Terms shall be governed and interpreted in accordance with the laws of Sierra Leone.

16. CONTACT

For inquiries:

Email: support@flotme.ai

Address: 78 Cape Road, Aberdeen

Phone: +23280800100