



Eftsure Connect Service Addendum v1.0 (15 September 2025)

Australia and New Zealand

This version 1.0 of the Eftsure Connect Service Addendum only applies to Agreements entered into on or after 15 September 2025.

1. Scope of the Eftsure Connect Service

- (a) Eftsure will provide You and Your Affiliates with a service (using the API and any related application programming interface connected to Your Other Software) designed to facilitate the synchronisation of Application Data between Your Other Software Account and the Portal Account, such that the version of the Application Data most recently created or changed in either location is held in both locations (a “Synchronisation Transaction”), as further described in Section 2 and subject to any exclusions and limitations specified in this Agreement (the “Eftsure Connect Service”).
- (b) Except where agreed otherwise in writing by You and Eftsure, the Eftsure Connect Service will only be configured to carry out Synchronisation Transactions once every 3 hours.
- (c) The parties acknowledge and agree that the Eftsure Connect Service is dependent on one or more Integration Layer Technologies developed or operated by Eftsure or Eftsure Integration Partners.

2. Service description

2.1 Setup Service

Eftsure will provide You and Your Affiliates with the Setup Service for the Eftsure Connect Service, which is limited to:

- (a) enabling and configuring (within the limits of Eftsure’s operational capabilities) the Portal Account to allow Application Data to be sent and received to and from the Portal Account and Your Other Software Account for the purposes of Synchronisation Transactions; and
- (b) providing You with reasonable support to enable You to carry out necessary tests solely for the purpose of assessing whether the Synchronisation Transactions can be completed successfully and accurately.

2.2 Subscription Service

Eftsure will provide You and Your Affiliates with the Subscription Service for the Eftsure Connect Service, which is limited to:

- (a) providing You and Your Affiliates with access to the Eftsure Connect Service;
- (b) prior to releasing any updates or upgrades proposed by Eftsure to the functionality of the Eftsure Connect Service (each an “Upgrade”):
 - (i) using reasonable endeavours to ensure that the Eftsure Connect Service, with the Upgrade, is “backward compatible” so that the Eftsure Connect Service continues to facilitate Synchronisation Transactions; and
 - (ii) providing You, in the event that the Eftsure Connect Service (with the Upgrade) is not or will not be “backward compatible” so as to facilitate Synchronisation Transactions, reasonable notice to enable You and Your Affiliates to continue to use the Eftsure Connect Service (without the Upgrade) to facilitate Synchronisation Transactions, except Eftsure is not required to provide You with notice, or to permit You or Your Affiliates to use the Eftsure Connect Service without the Upgrade, in circumstances where an Upgrade is made by Eftsure for security purposes or where an Upgrade is necessary to enable, or continue to enable, Synchronisation Transactions as a result of any matter outside of Eftsure’s reasonable control, including any change made to Your Other Software Account or any related interface by a third party or a decision made by an Eftsure Integration Partner to discontinue or limit the use of any features of an Integration Layer Technology;

- (c) upon Your request, providing You and Your Affiliates with reasonable help desk technical support during Business Hours solely for the purpose of investigating any failure of a Synchronisation Transaction, provided any such request for support is sent to: eftsureconnect@eftsure.com.au; and
- (d) upon Your request or upon the expiry or termination of this Agreement, deactivating the connection between Your Other Software Account and the Portal Account.

3. Exclusions

3.1 Exclusions

Eftsure is not responsible for:

- (a) the accuracy of:
 - (i) Your Other Software Data; or
 - (ii) Your Eftsure Portal Account Data,
except to the extent that Eftsure is required to carry out verification of the data referenced in paragraphs (a)(i) and/or (a)(ii) for the purposes of the Eftsure KYP Service, subject to the applicable terms and conditions (including, limitations and exclusions) of this Agreement;
- (b) ensuring or checking whether:
 - (i) any of Your Other Software Data is successfully, accurately or securely copied or transferred to the Portal Account; or
 - (ii) any of Your Eftsure Portal Account Data is successfully, accurately or securely copied or transferred to Your Other Software Account;
- (c) constructing, developing, or designing any tools, methodologies, computer or software code or programming materials in response to any change in Your Other Software Account or any related application programming interfaces, software, hardware, applications, products, or services;
- (d) any issues related to the performance, operation, or security:
 - (i) of the Eftsure Connect Service or an Integration Layer Technology to the extent arising from Your, any of Your Affiliates' or any Users' acts or omissions in breach of this Agreement or for any use of the Eftsure Connect Service contrary to the Documentation; or
 - (ii) of any third party application programming interfaces, software, hardware, applications, products, or services to the extent such issues are outside of Eftsure's reasonable control;
- (e) addressing, responding to, or any consequences flowing from any:
 - (i) failed, invalid or incomplete Synchronisation Transactions or related errors;
 - (ii) invalid, inaccurate or incomplete data transmitted via Synchronisation Transactions;
 - (iii) loss or corruption of data or content; and/or
 - (iv) errors, defects or security vulnerabilities or breaches,
caused or contributed to by any:
 - (v) lost communications, downtime or unavailability of Your Technology, Your Other Software Account, Your Other Software Data or any network (provided that the network is not controlled by Eftsure or Eftsure's Affiliates) used by You, Your Affiliates or any relevant third party;

- (vi) defect, error, bug, virus, malware or any other code, program, device, product or component introduced into, or contained within, Your Other Software Account;
- (vii) security or data breach of Your Technology, Your Other Software Account or any network used by You, Your Affiliates or any relevant third party;
- (viii) application, software, hosting facility, application programming interface (excluding the API), product, service, database or network not controlled by Eftsure or Eftsure's Affiliates; or
- (ix) any breach of this Agreement committed by You, Your Affiliates or any User;
- (f) any exclusion, incompatibility or limitation of the Eftsure Connect Service:
 - (i) related to Your Other Software that is notified to You in writing by Eftsure prior to You entering into this Agreement; or
 - (ii) that results from any change made to Your Other Software or any application programming interface provided by any operator or supplier of Your Other Software; or
- (g) except as otherwise expressly provided in this Agreement, providing any services to You that are not related to, or otherwise connected with, the Eftsure Connect Service;
- (h) any other matter that Eftsure is not liable for under this Agreement, (individually and together, the "Exclusions").

3.2 Effect of the Exclusions

- (a) The Exclusions fall outside the scope of the Eftsure Connect Service.
- (b) You are solely responsible and liable for managing and performing (or procuring third party services to manage and perform) the Exclusions.

4. Usage and security

4.1 General requirements

- (a) You must only access and use, and must ensure that Your Affiliates and Users only access and use, the Eftsure Connect Service and any Integration Layer Technology to facilitate Synchronisation Transactions, and then only in a manner that strictly complies with:
 - (i) this Agreement;
 - (ii) any Documentation; and
 - (iii) Eftsure's reasonable directions, fair usage policies or guidelines.
- (b) Eftsure may monitor your compliance with Section 4.1(a).

4.2 Access and use

- (a) You must, and You must ensure that Your Affiliates and Users:
 - (i) acquire all relevant licences and rights required to use Your Other Software Account;
 - (ii) comply with the applicable terms and conditions that govern access to, and use of, Your Other Software Account; and
 - (iii) accept the privacy policy of the provider, owner or operator of Your Other Software Account.
- (b) You must not, and You must ensure that Your Affiliates and Users do not, access or use, or attempt to access or use, the Eftsure Connect Service using or otherwise relying on credentials that are different from Your, Your Affiliates' or the Users' credentials for Your Other Software Account.

- (c) You acknowledge and agree that:
- (i) if the credentials for Your Other Software Account change, the Eftsure Connect Service will not facilitate Synchronisation Transactions until You notify Eftsure of the new credentials and Eftsure reconfigures the Eftsure Connect Service in so far that it can facilitate Synchronisation Transactions with the new credentials;
 - (ii) You are solely responsible for Your, Your Affiliates' and Users' use of Your Other Software Account and for any data loss that You, Your Affiliates and Users may suffer as a result of Your Other Software Account;
 - (iii) Eftsure and each Eftsure Integration Partner:
 - (A) does not make any warranties, representations or guarantees in respect of Your Other Software Account;
 - (B) does not control or influence the privacy and security policies, practices, procedures and/or systems of any owner, operator or provider of Your Other Software Account, whether or not those policies, practices, procedures and/or systems are recommended by Eftsure or an Eftsure Integration Partner or designated or classified by Eftsure or an Eftsure Integration Partner as preferred, certified or otherwise; and
 - (C) disclaims liability for any claims, losses or damages arising out of or in connection with Your, Your Affiliates and/or Users' use of Your Other Software Account, or the privacy and security policies, practices, procedures and/or systems of any owner, operator or provider of Your Other Software Account, except to the extent caused by Eftsure's breach of this Agreement;
 - (iv) Eftsure and each Eftsure Integration Partner do not represent or guarantee that the Eftsure Connect Service or any Integration Layer Technology will remain compatible with Your Other Software Account;
 - (v) Eftsure and each Eftsure Integration Partner are not responsible for any loss or corruption of content, lost communications or for any other loss or damage of any kind arising from any telecommunication and internet services that You or Your Affiliates use to access the Eftsure Connect Service or any Integration Layer Technology;
 - (vi) Eftsure will not be responsible for any changes or new developments in Your Other Software Account, which may interrupt Your or Your Affiliates' use of, or interaction with, the Eftsure Connect Service or an Integration Layer Technology;
 - (vii) Your Other Software Account will have unrestricted access to Your Eftsure Portal Account Data and Your Other Software Account may (as a result of an instruction from a user of Your Other Software Account or otherwise) delete, replace or modify Your Eftsure Portal Account Data via the Eftsure Connect Service and any Integration Layer Technology;
 - (viii) Eftsure will have unrestricted access to Your Other Software Data, and Eftsure may delete, replace or modify Your Other Software Data via the Eftsure Connect Service and any Integration Layer Technology;
 - (ix) You must ensure that all Application Data (whether or not created or changed via any Synchronisation Transactions) is accurate, up-to-date and error free, except to the extent that Eftsure is expressly required to verify the accuracy of the Application Data under this Agreement (and subject to any limitations and exclusions of this Agreement) to perform the Eftsure KYP Service; and
 - (x) You are solely responsible for all loss and damage for, and You release and must procure Your Affiliates to release Eftsure from all loss and damage that You or Your Affiliates

suffer as a result of, any authorised or unauthorised access to Your Other Software Account or the Portal Account and/or for any creation, deletion, modification, loss, loss of integrity of, or falsification of, any Application Data, in circumstances where:

- (A) any user (or an unauthorised user) of Your Other Software Account or any third party software, system, interface, database, code or virus, creates, deletes, replaces, modifies or otherwise affects the integrity of, or falsifies, any of Your Other Software Data; or
- (B) any User (or an unauthorised user) creates, deletes, replaces, modifies or otherwise affects the integrity of, or falsifies, any of Your Eftsure Portal Account Data; and
- (C) any data referenced in paragraphs (A) or (B) is transmitted or copied via one or more Synchronisation Transactions either from Your Other Software Account to the Portal Account or from the Portal Account to Your Other Software Account; or
- (D) any data referenced in paragraphs (A) or (B) is relied on by You, any of Your Affiliates or Eftsure to verify the accuracy of Payee Details in connection with the Eftsure KYP Service or where any such data is relied on by You or any of Your Affiliates to make a payment to an intended payee,

except to the extent that the loss or damage is caused by a failure of the Eftsure Services.

(d) You warrant that:

- (i) You have obtained, and will maintain throughout the Term, all necessary licences, authorisations, approvals and consents required for Eftsure and any Eftsure Integration Partner to use, transmit, copy and process Your Eftsure Portal Account Data and Your Other Software Data to supply, operate or perform the Eftsure Connect Service and/or any Integration Layer Technology; and
- (ii) Eftsure is (and will continue to be) authorised by each relevant provider, owner and operator of Your Other Software Account to perform Synchronisation Transactions initiated via the Eftsure Connect Service or any relevant Integration Layer Technology and to access and use Your Other Software Account for the purpose of providing the Eftsure Connect Service ("Authorisation"). Within 3 days of a request from Eftsure, You must provide Eftsure with evidence from each provider, owner and/or operator of Your Other Software Account that confirms the Authorisation.

4.3 Security and compliance

- (a) Without limiting any of Your other security obligations under this Agreement, You must and You must ensure that Your Affiliates and Users:
 - (i) comply with all reasonable requirements of any provider, owner and operator of Your Other Software Account in respect of the use and security of Your Other Software Account;
 - (ii) take all other reasonable security precautions to prevent unauthorised access or use of Your Other Software Account; and
 - (iii) prevent any unauthorised person from accessing Your Other Software Account.
- (b) You must immediately notify Eftsure in the event of any unauthorised use of, or access to, Your Other Software Account or use of the Eftsure Connect Service in breach of this Agreement.
- (c) Eftsure reserves the right to suspend or deactivate the Eftsure Connect Service, any Integration Layer Technology or the Portal Account if Eftsure reasonably believes that the security of:

- (i) any of the credentials for the Portal Account or Your Other Software Account;
- (ii) Your Other Software Account; or
- (iii) the Portal Account or the Eftsure Connect Service,

have or may have been compromised at any time or from time to time. In the event that Eftsure suspends or deactivates the Portal Account or the Eftsure Connect Service in accordance with this Section 4.3(c), Eftsure will notify You of the suspension or deactivation and unsuspend or reactivate the Portal Account or the Eftsure Connect Service (as applicable) when Eftsure is reasonably satisfied that the reason for the suspension or deactivation has been eliminated.

4.4 Backups

- (a) You:
 - (i) must, and You must ensure that Your Affiliates, create, retain and maintain backup copies of Your Other Software Data that are readily accessible and immediately recoverable in the event that any versions or copies of such data are lost, deleted, corrupted or otherwise wrongfully modified (each, a "Data Loss"), including as a result of any of the following events that cause or contribute to a Data Loss:
 - (A) any error, defect or bug in the Eftsure Connect Service;
 - (B) any Integration Error;
 - (C) any User error;
 - (D) any unauthorised access or use of any system (including any Eftsure Service or Your Other Software Account) or any third party software, hardware, interface, hosting facility or network;
 - (E) any unauthorised access, use, loss, loss of integrity of, or deletion, modification or replacement of data; or
 - (F) any Exclusion; and
 - (ii) must not, and You must ensure that Your Affiliates do not, suffer or incur any loss, damage, cost or expense as a result of a Data Loss.
- (b) The backup copies referred to in Section 4.4(a) must be created, retained and maintained by You and Your Affiliates at Your and Your Affiliates' sole cost and expense and in accordance with best industry practice so that, in the event of any Data Loss, any lost, deleted, corrupted or otherwise wrongfully modified data can be immediately recovered.

4.5 Prohibitions

- (a) You must comply with, and You must ensure that Your Affiliates and each User comply with, the Eftsure Integration Partner Agreement.
- (b) You must not, and You must ensure that Your Affiliates do not:
 - (i) do anything that would impair the performance or normal operation of the Eftsure Connect Service (including the API) or any Integration Layer Technology;
 - (ii) carry out, or permit any person to carry out, any penetration testing or vulnerability scans on the Eftsure Connect Service or an Integration Layer Technology;
 - (iii) undermine or circumvent any organisational or technical security measures applied to the Eftsure Connect Service or an Integration Layer Technology;
 - (iv) use or refer to (or attempt to use or refer to), or enable a third party to use or refer to, the Eftsure Connect Service or an Integration Layer Technology for the purpose of developing

any software, solution or product that has the same or any similar functionality, or that competes, with any product or service offered by Eftsure or an Eftsure Integration Partner;

- (v) use the Eftsure Connect Service or an Integration Layer Technology (including by making API calls or requests (whether or not excessive, malicious or repeated)) for the purpose of extracting, siphoning, copying, downloading, storing, transferring, distributing, licensing, making accessible to others and/or otherwise commercially exploiting any data held by Eftsure or an Eftsure Integration Partner (including, data held in Eftsure's databases), except to the extent expressly permitted under this Agreement;
 - (vi) attempt to copy, download, store, use or modify any data received by You or Your Other Software Account via the Eftsure Connect Service for any purpose other than obtaining the benefit of the Eftsure Services;
 - (vii) access any source code or object code embedded within any software used or relied on by the Eftsure Connect Service or any Integration Layer Technology;
 - (viii) carry out any support or maintenance activities on the Eftsure Connect Service or an Integration Layer Technology;
 - (ix) access an Integration Layer Technology other than to the extent it is made available to You and Your Affiliates by Eftsure through the Eftsure Connect Service; or
 - (x) issue an unreasonable number of API or Synchronisation Transaction requests within a short period of time. The word "unreasonable" in this context means any usage that, in Eftsure's sole determination, risks disruption, overloading or degrading the performance, integrity or availability of the Eftsure Connect Service, the API or Integration Layer Technology, or any other Eftsure Services (or any component of any Eftsure Services), including where such usage triggers alerts or similar notifications of excessive load on any of Eftsure's or any Eftsure Integration Partner's firewalls or other systems.
- (c) In the event of any breach of Section 4.5(b), Eftsure reserves the right to immediately suspend Your, Your Affiliates' and Users' access to the Eftsure Connect Service and/or any Integration Layer Technology without prior notice until the cause of the breach has ceased. Eftsure and any Eftsure Integration Partners may also modify or implement usage limits, thresholds or monitoring mechanisms, at their sole determination, to protect the integrity and stability of the Eftsure Connect Service or an Integration Layer Technology and/or to prevent any breach of Section 4.5(b).
- (d) You must not and You must ensure that Your Affiliates do not (and You and Your Affiliates must not authorise any third party to) directly or indirectly:
- (i) copy, alter, modify or create derivative works of the Eftsure Connect Service or an Integration Layer Technology or any software, source code, object code, underlying structure, design, look and feel, expression, ideas or algorithms of the Eftsure Connect Service or an Integration Layer Technology or in the Documentation or any Eftsure Integration Partner documentation;
 - (ii) scan or test for any vulnerability of the Eftsure Connect Service or an Integration Layer Technology or related products and services without Eftsure's prior written consent; or
 - (iii) use the Eftsure Connect Service or an Integration Layer Technology:
 - (A) for any fraudulent or unlawful purpose;
 - (B) in violation of any applicable laws, treaties or regulations, or a third party's proprietary or contractual rights;
 - (C) to build any products or services that commercially competes with the Eftsure Connect Service or an Integration Layer Technology;

- (D) from any country or location that is sanctioned, embargoed, prohibited, or unauthorised under applicable law;
- (E) in conjunction with any system or application in which the failure of the Eftsure Connect Service or an Integration Layer Technology could create a risk of personal injury or death;
- (F) to allow or enable any competitors of Eftsure or the Eftsure Integration Partner (or individuals acting on behalf of such competitors) to access the Eftsure Connect Service or an Integration Layer Technology;
- (G) for any benchmarking, comparative or competitive purposes unless pre-approved in writing by Eftsure; or
- (H) in any manner or for any purpose other than as expressly permitted or contemplated by this Agreement.

5. Eftsure Connect Service liability and indemnity

5.1 Eftsure's liability for failures of the Eftsure Connect Service

- (a) Eftsure is not liable for any loss, damage, claim, expense or other liability that You, Your Affiliates or any User suffers or incurs in connection with the Eftsure Connect Service, except to the extent caused by Eftsure's failure to provide the Eftsure Connect Service in accordance with this Agreement (subject to the exclusions and limitations of this Agreement) or Eftsure's contravention of any non-excludable guarantee implied in this Agreement under applicable law.
- (b) To the extent that a party's liability in respect of any matter under:
 - (i) this Service Addendum is excluded to a greater extent than its liability in respect of that matter is excluded under the Eftsure Terms of Service, its liability for that matter is excluded to the maximum extent possible by non-excludable applicable law under this Service Addendum; and
 - (ii) the Eftsure Terms of Service is excluded to a greater extent than its liability in respect of that matter is excluded under this Service Addendum, its liability for that matter is excluded to the maximum extent possible by non-excludable applicable law under the Eftsure Terms of Service.

5.2 Your Eftsure Connect Service indemnity

- (a) You indemnify Eftsure against any Loss or claim suffered or incurred by Eftsure to the extent such Loss or claim results from:
 - (i) any malicious or intentionally excessive use of the Eftsure Connect Service or any Integration Layer Technology caused or contributed by You, Your Affiliates or any User; or
 - (ii) Your, Your Affiliates' or any User's breach of an Eftsure Integration Partner Agreement.
- (b) The mutual liability cap in the Eftsure Terms of Service does not apply to the indemnity in paragraph (a).

6. Glossary

In addition to the capitalised terms defined in parentheses within this Eftsure Connect Service Addendum, the following capitalised terms used in this Eftsure Connect Service Addendum will be construed to have the meaning set out below:

- (a) Application Data: means:
 - (i) Payee Details; and
 - (ii) any other data and electronic files that You and Eftsure agree in writing (for example, under

a statement of work or scope of work) fall within the scope of this definition, subject to variables including the compatibility and technical limitations of Your Other Software Account and the availability of, and feasibility of developing, any Integration Layer Technology.

- (b) Eftsure Integration Partner: means Workato, Inc. and any other third party that operates an Integration Layer Technology or provides any third party software or service within which an Integration Layer Technology or a component of an Integration Layer Technology operates.
- (c) Eftsure Integration Partner Agreement: means the agreement at <https://www.workato.com/legal/embedded-edition-agreement>, as amended by Workato, Inc. from time to time.
- (d) Integration Error: means an error, malfunction, defect, deficiency or performance failure that causes an Integration Layer Technology to become non-compliant with any requirements of this Agreement, any applicable Eftsure Integration Partner Agreement or the intended purpose of the Integration Layer Technology.
- (e) Integration Layer Technology: means any third party product, service or technology (each, a “Third Party Environment”) or any product, service or technology created by Eftsure or any third party in a Third Party Environment and used by Eftsure to connect systems or transfer data between Your Other Software Account and the Portal Account, excluding the Eftsure Connect Service.
- (f) Your Eftsure Portal Account Data: means any Application Data, and any changes to the Application Data, held in the Portal Account.
- (g) Your Other Software Account: means
 - (i) Your Other Software; and
 - (ii) any account or set of credentials within Your Other Software that belongs to (or is controlled or used by) You or any of Your Affiliates and which can be accessed by the Eftsure Connect Service or an Integration Layer Technology after the credentials are entered into the Eftsure Connect Service or an Integration Layer Technology by Eftsure (or by You, any of Your Affiliates or any User, where permitted by Eftsure).
- (h) Your Other Software Data: means any Application Data, and any changes to the Application Data, held in Your Other Software Account.

All other capitalised terms that are not defined in this document have the same meaning given to those terms in the Eftsure Terms of Service, any other Service Addendum forming part of the Agreement, or the Commercial Terms, as applicable.