

Court Order & Subpoena Policy

Effective October 3, 2020

NeoBank's Privacy Policy prohibits the release of user or account information without express permission from the user, except under limited circumstances such as when required to comply with law or legal process properly served on NeoBank or one of its affiliates.

Guidelines for law enforcement

Government agencies from around the world ask NeoBank to disclose user information. Our legal department demands that government data requests be made through lawful means and for lawful purposes. We carefully review each request to make sure it satisfies applicable laws.

NeoBank accepts service of subpoenas or other legal processes only through **NeoBanque Protection Services**. Subpoenas or other legal processes may be served by sending them to NeoBanque Protection Services at the following address:

NeoBanque Protection Services Limited
Unit 1603, 16th Floor, The L. Plaza, 367 - 375
Queen's Road Central,
Sheung Wan, Hong Kong

Attn: Legal Department – Legal Process

Send a copy of the records directly to a lawenforcement@neobank.com

Please note also that providing detailed and accurate information at the outset will facilitate efficient processing of your request.

Private information requires a subpoena or court order

Non-public information about NeoBank users will not be released to law enforcement except in response to appropriate legal processes such as a subpoena, court order, or other valid legal processes. We care deeply about the privacy of our NeoBank users and will protect the privacy of our users even while working closely with law enforcement to prevent criminal activity.

Notifying users of requests for information

For purposes of transparency, NeoBank's policy is to notify users (e.g., prior to the disclosure of account information) of requests for their NeoBank account information, including a copy of the request, unless we are prohibited from doing so.

In these emails, NeoBank will not ask for any personal information such as a password or identity number. If you get an email purportedly from NeoBank that asks for this type of information, don't provide it. The email is probably a scam

Fees for Subpoena Compliance

NeoBank will charge the person or entity submitting the civil subpoena for costs associated with subpoena compliance. Payment must be made within thirty (30) days from the date of receipt of the NeoBank invoice.

NeoBank's subpoena compliance costs are as follows:

Research	150.00 CHF/Hour
Secretarial	35.00 CHF/Hour
Mailing costs	Cost as billed
Copies	0.25 CHF/Page

Please note, that we will not deliver any information sought by a subpoena until payment is received.

Disclaimer:

- **Non-law enforcement requests should be submitted through our Help Center.**
- **Unauthorized or prohibited use of this service may be subject to prosecution.**
- **NeoBank reserves the right to modify this policy at any time in its sole discretion**