KENGO PAYMENT & WALLET POLICY

Payment authorisation, settlement, wallet balances, cashback, QR payments and disputes

PUBLIC-FACING POLICY

Version 1.0 | Effective date: 10 October 2026

KenGo is operated by KNONGDEZIGNS (Pty) Ltd | Reg. No. 2017/183268/07
https://kengo.co.za/ | legal@kengo.co.za | support@kengo.co.za

1. PURPOSE, APPLICATION AND STATUS

This Policy governs payments made in connection with rides, food orders, courier services and other transactions offered through the KenGo Platform. It applies to customers and, where relevant, to the payment-related aspects of Merchant, Transport Operator and Delivery Partner transactions.

KenGo is the trading name of KNONGDEZIGNS (Pty) Ltd (registration number 2017/183268/07). Effective date: 10 October 2026. This Policy must be read with the Terms of Service, Refund & Cancellation Policy and Privacy & POPIA Policy. Mandatory law prevails over any inconsistent provision.

KenGo's use of a third-party payment processor does not, by itself, establish that KenGo is licensed or authorised to conduct a regulated payment activity. The actual payment, custody, settlement and wallet architecture must be confirmed with the relevant payment provider and South African regulatory counsel before launch.

2. ACCEPTED PAYMENT METHODS

2.1 The payment methods available for a particular transaction are those displayed at checkout and successfully supported at that time. Depending on the service and integration, these may include eligible debit or credit cards, Apple Pay, Google Pay, Capitec Pay, PayShap, KenGo Wallet, cash for eligible rides and approved QR payments.

2.2 A method listed in this Policy is not necessarily available for every transaction, User, device, Merchant, Driver or geographic area. KenGo may enable, disable or temporarily suspend a method for operational, technical, security or legal reasons.

2.3 Users must ensure that the selected instrument belongs to them or that they have authority to use it, that sufficient funds or credit are available, and that all authentication steps are completed.

3. PAYMENT AUTHORISATION AND PROCESSING

3.1 By selecting a payment method and confirming a transaction, the User instructs and authorises the relevant payment provider, bank or payment instrument issuer to process the displayed amount in accordance with that provider's terms and applicable payment scheme rules.

3.2 An authorisation hold is not necessarily a final settlement. The amount may remain pending, be adjusted or be released in accordance with the relevant provider's processing rules. KenGo will not represent a pending authorisation as a completed settlement unless the provider confirms it.

3.3 A ride, order or booking may be declined, placed on hold or cancelled if payment authorisation fails, the payment instrument is invalid, fraud indicators arise or a legal restriction applies. Where funds have been collected for a service not supplied, the Refund & Cancellation Policy applies.

3.4 Payment processing may be performed by a third-party payment service provider. The provider may process payment credentials, tokens, transaction references and authentication data under its own terms and privacy notice. KenGo should not receive or store full card credentials unless the actual integration and security architecture lawfully permit it.

3.5 Users must not initiate duplicate payments for the same transaction. If a duplicate debit is suspected, the User should retain the transaction references and contact support@kengo.co.za. Confirmed duplicate collections will be reversed or refunded through an appropriate lawful payment channel.

4. CASH PAYMENTS AND IN-VEHICLE QR ALTERNATIVE

4.1 Cash may be available only for eligible rides where the Platform expressly offers that option. A cash selection constitutes the User's chosen settlement method for the ride, subject to the fare and any disclosed lawful adjustment.

4.2 Where the User selected cash but elects to pay electronically, the User may scan the approved QR code displayed in the vehicle and complete the supported payment flow, if enabled for that ride.

4.3 Before authorising a QR transaction, the User must verify the displayed payee, merchant identity and amount. A Driver must not direct a User to an unapproved personal account, substitute an unauthorised QR code or request payment outside the approved flow.

4.4 A ride will be recorded as electronically paid only after the payment is confirmed by the relevant provider or reliably verified by the Platform. The Driver and User must not knowingly record both cash and electronic settlement for the same fare. If duplicate settlement occurs, KenGo will investigate and arrange the appropriate reversal or refund.

5. KENGO WALLET

5.1 The KenGo Wallet is a Platform feature that may display and apply eligible customer-funded value, refunds, promotional credits and cashback. The Wallet ledger must distinguish each type of credit and debit, including its source, transaction reference, date, restrictions and status.

5.2 Wallet funds may be used only for the transactions and services expressly enabled in the Platform. Any minimum balance, maximum balance, spending restriction, withdrawal right, expiry date, fee or other material condition must be disclosed before a User purchases or accepts the relevant value.

5.3 Customer-funded balances are distinct from promotional credits and cashback. Promotional credits and cashback are not automatically cash deposits, bank accounts or withdrawable funds. They may be subject to disclosed usage conditions, but may not be forfeited or withheld contrary to Applicable Law.

5.4 Any right to withdraw or redeem customer-funded value must be stated accurately and implemented through a lawful payment arrangement. KenGo must not imply that customer-funded balances are protected deposits, guaranteed funds or regulated e-money unless that legal status has been confirmed.

5.5 KenGo may suspend Wallet use where reasonably necessary to investigate suspected fraud, unauthorised access, chargebacks, sanctions or legal restrictions. Any restriction must be proportionate, documented and reviewed within a reasonable period. Undisputed customer entitlements must not be withheld longer than reasonably necessary.

5.6 If the Wallet feature is discontinued, KenGo will communicate the process for use, repayment, transfer or treatment of remaining eligible balances, subject to the legal structure of the Wallet and any third-party provider terms.

6. THREE-PERCENT RIDE CASHBACK

6.1 Subject to this clause, a passenger will receive cashback equal to 3% of the eligible amount paid for each completed eligible ride. Cashback is credited to the passenger's KenGo Wallet after completion of the ride and successful payment settlement.

6.2 The eligible amount excludes amounts refunded, reversed or identified as fraudulent. Any further exclusions (including tolls, tips, waiting charges, discounts, taxes or other fare components) must be expressly identified in the checkout or cashback terms before the ride is confirmed. Until those exclusions are finalised, KenGo must not apply undisclosed exclusions.

6.3 Cashback may be used towards eligible rides and food orders where the Wallet checkout permits. Cashback is not transferable, redeemable for cash or withdrawable unless KenGo expressly states otherwise in a legally compliant written offer.

6.4 If the underlying ride is cancelled, refunded, reversed, charged back or determined to be fraudulent, the cashback attributable to the affected amount may be reversed proportionately. The reversal must be reflected in the Wallet history with a transaction reference and explanation.

6.5 KenGo will not retrospectively reduce cashback already earned except where the original credit resulted from an error, duplicate credit, fraud, reversal of the underlying transaction or other lawful basis. Any expiry rule or promotional restriction must be clearly disclosed before the User becomes entitled to the cashback.

7. MERCHANT, DRIVER AND PARTNER SETTLEMENTS

7.1 Settlement of amounts due to Merchants, Transport Operators, Drivers and Delivery Partners is governed by their separate written agreements and applicable settlement schedules. This Policy does not create a promise of a particular payout cycle or commission rate where none has been agreed in writing.

7.2 Partner statements should identify gross transaction value, applicable platform fees or commissions, authorised deductions, refunds, chargebacks, adjustments and net amount payable. Deductions must be contractually authorised, transparent and lawful.

7.3 KenGo may withhold a disputed portion of a settlement for a reasonable period where necessary to investigate fraud, a chargeback, duplicate payment or a substantiated customer complaint. Undisputed sums should be processed in accordance with the agreed settlement schedule and Applicable Law.

8. PRICING, TIPS, RECEIPTS AND RECORDS

8.1 The amount payable, including service fees, delivery charges, taxes and any other mandatory costs, must be displayed before the User confirms the transaction. Optional tips must be separately identified and affirmatively authorised.

8.2 An electronic receipt or transaction record will be made available through the Platform or another reasonable channel. Records should include the transaction reference, date and time, service description, supplier identity where applicable, amount, taxes and fees, payment method and refund or adjustment information.

8.3 E-hailing receipts must include the particulars required by the applicable transport legislation and regulations. The Platform must retain records for the period required by Applicable Law and its lawful retention schedule.

9. DISPUTES, CHARGEBACKS AND SUSPECTED FRAUD

9.1 A User disputing a payment should contact support@kengo.co.za or the designated payments support channel and provide the transaction reference, amount, date, payment method and a concise explanation. A User may also contact the issuing bank or payment provider where the instrument or provider rules permit.

9.2 KenGo may request reasonably necessary information to verify the transaction, subject to POPIA. KenGo will investigate using available authorisation records, provider confirmations, ride or order records, receipts and relevant communications.

9.3 A chargeback or reversal may affect the status of the underlying transaction and any related cashback. A chargeback does not automatically extinguish a valid underlying obligation; equally, KenGo will not impose unfair penalties or restrict statutory rights merely because a User raises a bona fide dispute.

9.4 Where a transaction is confirmed as unauthorised, duplicated or collected without a corresponding valid service, KenGo will take reasonable steps to arrange reversal or repayment through the appropriate channel, subject to the payment provider's rules and any necessary fraud investigation.

10. SECURITY AND PERSONAL INFORMATION

Payment-related personal information is processed in accordance with the Privacy & POPIA Policy and applicable payment-provider notices. KenGo will apply reasonable technical and organisational safeguards appropriate to the information and payment architecture actually used.

Users must not disclose one-time passwords, PINs, full card details or authentication credentials to Drivers, Merchants, Delivery Partners or persons claiming to represent KenGo. KenGo personnel will not request a User's complete PIN or one-time authentication code.

11. AMENDMENTS AND CONTACT

KenGo may amend this Policy prospectively by publishing an updated version and communicating material changes through a reasonable channel. A change will not retrospectively remove an accrued entitlement or alter a completed transaction without lawful basis.

Payment enquiries: support@kengo.co.za. Legal notices: legal@kengo.co.za. Registered office: No 76 Corner Franschoek and Roodebe, Oakdene, Johannesburg, Gauteng, 2001, South Africa.

SCHEDULE — REGULATORY AND OPERATIONAL VALIDATION

Before Wallet or payment functionality is activated, KenGo must confirm in writing with South African payments counsel and its actual payment provider: (a) who legally receives and holds customer funds; (b) whether the arrangement constitutes a regulated payment activity or e-money issuance; (c) the provider's authorisation and contractual role; (d) safeguarding, reconciliation and insolvency treatment; (e) withdrawal and refund mechanics; (f) chargeback allocation; and (g) the exact cashback calculation and ledger treatment.

Relevant framework includes the National Payment System Act 78 of 1998 and applicable SARB directives and standards, together with the CPA, ECTA, POPIA and relevant payment scheme/provider rules. No statement in this Policy should be treated as confirmation that any particular authorisation has been obtained.