This Product Service Catalogue forms part of our Agreement. Capitalised terms not defined in this Product Service Catalogue have the meanings given elsewhere in the Agreement.

The Product Service Catalogue contains the current descriptions, features, and specifications of the Services.

The commercial and legal terms that apply to each Service — including fees, refunds, service credits, liabilities, and warranty limitations — are set out in the Order Form and the Service Terms, which takes precedence over this catalogue in the event of any conflict.

This Product Service Catalogue was last updated on 28 August 2026.

PART A – TRAVEL SERVICE DESCRIPTIONS

A. TRAVEL MODULE

The Travel Module gives your teams a single place to search, book, and manage all business travel — flights, hotels, trains, cars, and Airbnb — with a large travel inventory, built-in policy controls, and 24/7 support. It's designed to run on the latest versions of iOS and Android, and is accessible via Chrome, Firefox, Safari, and Microsoft Edge.

For detailed and up-to-date information, visit https://www.perk.com/pricing/#full-feature-list.

SUBSCRIPTIONS

Perk offers three Travel Module subscription tiers — Starter, Premium, and Pro. The table below summarises the key features and capabilities of each tier.

Feature	Starter	Premium	Pro
Entities	1	Up to 4	Unlimited
Global travel inventory (flights, hotels, trains, cars, Airbnb)	✓	✓ + exclusive Perk rates	✓ + corporate negotiated rates + rates negotiation service
Travel policies & approval workflows	1 policy	Multiple	Unlimited
Labels & cost centres	–	✓ (budget tracking up to 5)	Unlimited
Consolidated invoicing	–	✓	✓
Travel reports	Basic	Advanced visual reports (monthly)	Custom detailed reports (quarterly or on request)

SCIM user provisioning	—	✓	✓
TravelCare risk management	Basic	Advanced (alerts, tracking, notifications, contact options)	Advanced
Customer care & concierge	24/7 standard	24/7 dedicated fast-track + concierge	24/7 dedicated fast-track + concierge
Developer Tools & API access	—	—	✓

B. TRAVEL ADD-ONS

Perk offers a range of additional services for the Travel Module. These are available on top of your subscription and may be subject to additional fees as indicated in the Order Form (or on the Platform, if you opt in directly).

1 FLEXITRAVEL

FlexiTravel gives you a safety net for business travel. If plans change, you can cancel most bookings for any reason and get a partial refund — without needing to justify the cancellation to anyone.

HOW IT WORKS

When you cancel an eligible booking within the required timeframe, Perk issues a credit to your account — applied automatically to your next payment using the same method. Eligible booking types include flights, hotels, trains, and car rentals.

FLEXITRAVEL VARIANTS

- **FlexiFlight & FlexiTrip:** Add FlexiTravel protection to individual bookings at the time of booking. A variable fee applies per booking, shown at checkout.
- **FlexiTravel Company:** A company-wide plan that covers all Trips automatically. Subject to a fixed fee on total trip spend, as agreed in the Order Form or activated on the Platform.

2 VEHICLE RENTAL SERVICES

Through the Travel Module, your teams can search, book, and manage vehicle rentals with leading rental companies. Perk acts as the payer towards the vehicle rental company, so charges flow through your Perk account in the usual way — no separate corporate card setup needed.

3 ENTRY READY

Entry Ready helps your travellers understand what they need to enter their destination — and act on it before they get to the airport. It shows entry and travel authorisation requirements for a Trip, and lets travellers apply for certain digital travel authorisations without leaving the booking flow.

HOW IT WORKS

- **Entry requirements at a glance**: Trip details show the entry and travel authorisation requirements that apply, based on the traveller's nationality and destination. Available to all Travel Module customers at no additional charge.

- **Apply in the booking flow**: For supported authorisation types, travellers can purchase an application during booking. They then receive an email directing them to a co-branded portal to complete their application details. A fee applies per application, shown at checkout.
- **Upload existing documents**: Travellers can upload travel authorisations they already hold.

Entry Ready is enabled by default. You can ask Perk to disable it for your account at any time.

4 PERSONAL TRAVEL

Personal Travel lets your people book their own private, non-business trips through the Platform — in their own name, on their own account, and using their own personal payment method. It sits outside your Agreement with Perk.

HOW IT WORKS

- **Booked by the User, for the User**: Each Personal Trip is made under separate End User Terms between Perk and the User, made available to the User on the Platform. You are not a party to it and acquire no rights or obligations under it.
- **Paid for personally**: Personal Trips are paid for using the User's own personal payment method. You have no payment obligation to Perk for them, and they do not count towards any usage entitlement, minimum spend or committed volume.
- **Kept separate**: Personal Trips sit outside your travel policies, approval workflows, cost objects, reporting, invoicing and the Spend Module, and no Travel Add-On applies to them. Personal Trip data is segregated from your business travel data and is not made available to your administrators.

Personal Travel is enabled by default. You can disable it at any time through administrator settings on the Platform, or by asking Perk to do so. Personal Trips already booked will still be honoured under the End User Terms.

5 VIP EXPERIENCE

VIP Experience is a premium 24/7 support service for executive-level travellers and the teams who support them. A dedicated Perk team actively monitors, supports, and coordinates every aspect of the trips covered under the service.

AVAILABLE PLANS

- **VIP Individual Plan:** A bespoke service for individual Users — or their executive assistants. Billed annually at a fixed fee per User.
- **VIP Boutique Plan:** Designed for executive assistants managing multiple User profiles. The fee is variable, based on the number of Users covered, booking volume, and level of support required. Billed half-yearly.

MANAGING YOUR VIP USERS

VIP Experience applies to specific Users registered under your account. To add or remove a User, send a written request to Perk stating the User's full name and contact information. Verbal requests will not be accepted.

6 GREEN TRIP

Green Trip helps your business understand and offset the carbon footprint of your travel. It gives travellers a real-time view of the estimated CO_2 equivalent (CO_2e) of each booking, and enables automatic carbon offset contributions at checkout.

HOW IT WORKS

- **Transparent carbon data:** Every booking shows an estimated CO_2e figure, so travellers can make more sustainable choices — trains vs. flights, for example.
- **Automatic offsetting at checkout:** Perk calculates the offset cost for each Trip based on a fixed price per CO_2 tonne (as indicated in the Order Form or on the Platform). Perk works with trusted, certified offset partners investing in reforestation and renewable energy projects.
- **Quarterly impact reports:** Perk provides quarterly reports detailing the investments made on your behalf.

You can activate or cancel Green Trip at any time directly through the Platform.

7 INVOICE COLLECTION

As part of the Invoice Collection service, Perk collects invoices from eligible Travel Suppliers on your behalf, solely to help you reclaim VAT. Invoices are issued by Travel Suppliers; Perk has no liability for their accuracy or completeness. This service does not constitute tax advice, and Perk cannot guarantee any VAT refund. Availability may vary by country and does not cover payments made directly to Travel Suppliers.

PART B – EVENTS SERVICE DESCRIPTION

The Events Module supports the planning, booking, and management of group travel and corporate events — from a venue search for five people to a full conference for hundreds — through a combination of our in-platform features and in-house groups and events team.

The Events Module is available only to Customers who subscribe to the Travel Module. Use of the Events Module is optional and consumption-based: there is no minimum spend, committed volume or separate subscription, and no fee is payable unless and until you confirm an Event Booking.

HOW IT WORKS

Using automated venue-matching technology, customers can discover suitable venues, compare quotes, and confirm bookings in just a few clicks.

Perk's Events team provides end-to-end support for Event Bookings, including venue sourcing, group travel arrangements, supplier negotiations, and on-the-day coordination.

All Event Bookings are handled via the Events Module and shall attract a service fee of three per cent (3%) of its total cost. An Element booked outside an Event Booking (such as a standalone flight booked in connection with an event) attracts the standard Trip fee and does not form part of the Event Booking.

PART C – SPEND SERVICE DESCRIPTIONS

THE SPEND MODULE

The Spend Module is Perk's AI-enabled expense management platform. It consists of:

(a) **Expense Processing**, its core feature, which enables Customers to capture, submit, approve and process employee expenses;

(b) **Direct Reimbursement** (under which Perk disburses approved out-of-pocket business expense reimbursements to Users on the Customer's behalf) and **Third Party Cards** (which connect the Customer's existing third-party payment cards to the Spend Module), each an additional feature available only as an extension of Expense Processing; and

(c) **Perk Card** (the issuance of Perk Platinum Visa Debit Cards) and **Elevated Support** (enhanced support services), each an optional add-on available on top of any subscription tier.

It's designed to run on the latest versions of iOS and Android, and is accessible via Chrome, Firefox, Safari, and Microsoft Edge.

The Spend Module is available in two subscription tiers (Premium and Pro), each providing different levels of functionality. Additional services (add-ons) are available on top of any tier, as specified in the Order Form or on the Platform.

SUBSCRIPTIONS

Feature	Premium	Pro
Entities	Up to 3	Unlimited
Expense Processing	✓	✓
Policies & approval workflows	Multiple (standard builder)	Unlimited (customisable builder)
Cost objects & cost centres	Budget tracking up to 5	Unlimited
Per diems	Full per diem functionality, including US per diems	Full per diem functionality, including US per diems
ERP connectors	All supported ERP connectors, excluding SAP	All supported ERP connectors, including SAP
Open API access	–	✓
External card feeds (Third Party Cards)	Bring your own card — any card set-up	Bring your own card — any card set-up
SSO (SAML 2.0 / OIDC)	✓	✓
Sandbox environment	✓	✓
Collective agreements	–	✓
Early access & beta features	–	✓

Training	Train-the-Trainer workshop (video); Advanced Training available on request	Train-the-Trainer workshop (video); Advanced Training available on request
Perk Card (add-on)	Available	Available

A. EXPENSE PROCESSING

Expense Processing makes it simple for employees to submit expenses and for finance teams to process them — without the manual effort. Users upload receipts or documents (or enter mileage and per diem claims manually) and the system does the rest.

KEY CAPABILITIES

- **Automated processing:** AI-powered automation generates expense reports from receipts, detects anomalies, and processes claims efficiently — minimising manual effort.
- **Policy enforcement:** Built-in AI verification checks all expenses against company policies, flagging only the outliers for human review.
- **Auditable approval workflows:** Customisable approval workflows adapt to your organisational structure, with AI-driven cost centre assignments and automated routing for review and sign-off.

B. ADDITIONAL SPEND FEATURES

Perk offers the following additional features for the Spend Module, available to Customers with an active Expense Processing subscription and where indicated in the Customer’s Order Form.

1 DIRECT REIMBURSEMENT

Direct Reimbursement pays approved expense claims straight into your employees' bank accounts, so they don't have to wait for your next payroll or reimbursement run. It is an additional feature of Expense Processing, and Perk makes each payment on your behalf and on your instruction.

KEY CAPABILITIES

- **Expense submission:** Users submit expense claims via the Platform, with receipt upload, mileage, and per diem entry all supported.
- **Flexible approvals:** Claims are approved by an authorised User in line with your approval policies, or auto-approved where the amount falls within a threshold you set on the Platform.
- **Automated disbursement:** Once approved, Perk transfers the reimbursement directly to the User’s designated bank account.
- **Funding models:** Available on a pre-funded basis (payments are funded from a dedicated Customer card or account) or a post-funded basis (Perk funds the payment and recovers the amount from you under your agreed payment method and billing frequency)
- **Availability:** Direct Reimbursement is available in supported jurisdictions only, and is subject to the Limits that apply to your payment method.

2 THIRD PARTY CARDS

Third Party Cards connects the Customer's existing third-party payment cards (Visa, Mastercard, and American Express) to the Spend Module, enabling automated transaction monitoring and reconciliation. The feature is enabled via Astrada, a Perk sub-processor.

KEY CAPABILITIES

- Multi-network support: Connects existing Visa, Mastercard, and American Express corporate cards without replacing the Customer's existing card programme.

- Flexible enrolment: Supports bulk enrolment by an administrator and individual self-enrolment by cardholders.
- Automated transaction import: Card transactions are automatically pulled into the Spend Module, eliminating manual data entry.
- Spend visibility & policy monitoring: Gives finance teams full visibility of third-party card spend, with policy compliance monitoring applied consistently alongside other expense types.

C. ADD-ONS

Perk offers the following optional add-ons for the Spend Module, available where indicated in the Order Form.

1. PERK CARD

Perk Card gives businesses a central solution for issuing and managing company cards — physical, digital, and virtual — with full spend visibility and flexible controls. Card transactions are automatically matched to expenses in the Spend Module, eliminating manual reconciliation.

KEY CAPABILITIES

- **Card issuance & administration:** Issue, freeze, or terminate physical and virtual Perk Platinum Visa Debit Cards via web or mobile.
- **Automated policy compliance:** AI-driven monitoring detects and flags policy breaches in real time.
- **Seamless transactions:** Supports contactless business payments via Google Pay and Apple Pay, with automatic import and reconciliation of card transactions.
- **Customisable spend controls:** Set individual, daily, weekly, or monthly spend limits; restrict ATM withdrawals; configure merchant category controls.
- **Perk Smart Lodge Card:** A centralised payment solution for flights, train tickets, and other travel agency bookings. Managed by a travel admin User and assigned to a legal entity rather than an individual employee.

> *Important: The issuance of Perk Platinum Visa Debit Cards or Charge Cards are governed by a separate Perk Card Agreement between you (the Customer) and the relevant Perk company identified in the Card Order Form.*

2. ELEVATED SUPPORT

Elevated Support is a paid add-on, purchased separately from the Spend Module subscription, providing the Customer with enhanced technical assistance, proactive guidance, and priority response times to optimize their use of the Spend Module.

WHAT'S INCLUDED

- **Dedicated Technical Account Manager (TAM):** A named TAM who develops a deep understanding of your programme and provides strategic advice on maximising the Spend Module's capabilities. Available for up to 20 hours per month (additional hours available on request and may be subject to an additional fee). Access limited to 5 named Users.
- **Priority technical support:** Faster response times for all support requests during Business Hours. Elevated response times are set out in Schedule 1, Part C, clause 6.3 of the Service Terms.
- **Configuration & customisation support:** Assistance with minor configuration changes and documentation to ensure seamless integration and functionality.

PART D – IMPLEMENTATION SERVICE DESCRIPTIONS

Implementation Services are a one-time engagement supporting the configuration and integration set-up of the Spend Module in accordance with your agreed requirements. The specific scope of services is set out in the Statement of Work (SOW) agreed with Perk and varies depending on the implementation package selected.

> *The commercial terms for Implementation Services — including fee structures per package — are set out in the Order Form.*

1 GENERAL DESCRIPTION

Implementation Services consist of specific sub-services, as defined in the SOW. Depending on the package selected, your SOW may include one or more of the following:

- **Business Requirements Definition:** Perk provides its standard requirements template, assists with requirements gathering, and conducts feasibility testing. The customer remains responsible for defining its own business requirements.
- **System Configuration of Test Environment:** Configuration of the test environment in line with the completed Business Requirements Definition, where applicable.
- **Project Management:** Regular status updates, preparation and communication of the project schedule, project update emails, and other agreed project management activities.
- **Testing & Cutover:** Preparation of a professional test script covering the most likely scenarios, including workflow and export testing.
- **Interface Integration:** Establishment of supported standard data interfaces between the Platform and your designated third-party systems to enable automated exchange of master data, transactions, and/or posting information, within the agreed scope and limited to supported standard connectors and formats.

PACKAGE OVERVIEW

Three standard implementation packages are available. The table below summarises their key differences. The package selected by the customer will be confirmed in the SOW.

	Core	Advanced	Partner
Deployment type	Standardised, simple	Structured project, standard processes	Tailored, complex
Environment	Production only	Sandbox + production	Sandbox + production
ERP / integration support	Spend export, Abacus XML, Datev, Xero	Supported ERPs designated by Perk; SCIM	Multiple ERPs + third-party apps; SCIM
Approval workflows	Line manager + cost object	Line manager, cost object, tag, combination flows	Custom workflows
Indicative go-live timeline	~3 weeks + 2 weeks hypercare	6–8 weeks + 4 weeks hypercare	12+ weeks + 4 weeks hypercare

2 CORE IMPLEMENTATION

Core Implementation is designed for straightforward deployments that can be set up using a standardised process and a pre-configured environment as the starting point.

Sessions are delivered using standard templates directly in the production environment — there is no separate test environment and no formal end-to-end testing. The service enables the customer to use the Spend Module following completion of the setup sessions.

WHAT'S INCLUDED

- Spend export file, Abacus XML file, and plug-and-play integrations (including Datev and Xero)
- Approval workflows consisting of line manager approval and cost object approval.

Core Implementation is intended for smaller-scale deployments making use of standard features. Advanced configurations (such as custom workflows and custom per diems) are not included. Any changes to the agreed scope will be subject to a Change Order or separate SOW. Indicative go-live timeline: approximately 3 weeks from project kick-off, followed by 2 weeks of hypercare.

3 ADVANCED IMPLEMENTATION

Advanced Implementation is structured for deployments with standard processes that benefit from a more formal project approach. It uses a pre-configured environment as a baseline, with adaptations following a streamlined business requirements gathering process. Testing is performed in a live workshop format.

WHAT'S INCLUDED

- Integration with supported ERPs as designated by Perk
- Access to a sandbox environment
- SCIM (System for Cross-domain Identity Management) integration with supported identity providers
- Approval workflows: line manager, cost object, tag approval, and cost object/line manager combination flows

Advanced configurations — such as custom per diems — can be accommodated but will extend the implementation timeline and may require adjustments to scope. Indicative go-live timeline: 6–8 weeks from project kick-off, followed by 4 weeks of hypercare.

4 PARTNER IMPLEMENTATION

Partner Implementation is designed for complex, large-scale environments — multiple stakeholders, custom workflows, custom per diems, and sophisticated ERP systems such as SAP. It provides comprehensive project management, full requirements gathering, configuration, end-to-end testing, user training, and go-live support.

WHAT'S INCLUDED

- Integration with multiple ERP systems and supported third-party applications, as designated by Perk
- Access to a sandbox environment
- SCIM integration with supported identity providers
- Additional integrations and advanced features as set out in the applicable SOW

Indicative go-live timeline: 12 weeks or more from project kick-off depending on scope, followed by 4 weeks of hypercare.