Terms of Service

The rules for using VODster: your account, AI, Premium and your rights.

VERSION 2.0 · EFFECTIVE FROM 20 NOVEMBER 2026

Version	2.0
Published	3 November 2026
Effective from	20 November 2026
Version 1 until	19 November 2026 inclusive

This version takes effect on 20 November 2026; until then version 1 applies, including to accounts created in the meantime.

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What changed

- New description of the free and Premium plans: prices, trial, renewal, cancellation, withdrawal and store purchases.
- AI chat: notice that you are talking to an AI, model providers, an information screen before first use and how recommendations work.
- A closed list of reasons for changing the service and the Terms, advance notice and acceptance in the app.
- Reporting illegal content, statements of reasons and appeals.
- Corrected facts: account from age 16 without a date of birth, the account deletion path, iOS 16.4+, contact support@vodster.app.
- Full English translation; if the two differ, the Polish version is binding.

In short

This summary is only a guide and is not part of the Terms. The full text below applies.

- VODster is an assistant that suggests films and series. We are not a VOD platform.
- You must be 16 or older to have an account. We do not ask for your date of birth.
- The free plan has daily limits. Premium: PLN 9.99 per month or PLN 89 per year (VAT included), with no ads.
- Where we offer it, the trial lasts 5 days, only with your consent and once per account. Premium renews until you cancel; cancelling takes effect at the end of the paid period.
- You can withdraw within 14 days. We change the price only with your consent.
- The chat is an AI and can be wrong. Check availability with the provider.
- Ratings are private, and lists are private by default. We do not sell personal data.
- We announce changes to the Terms in advance (14 days) and only for listed reasons. Silence is not consent.
- Help and complaints: support@vodster.app. You can delete your account in the app.

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Who we are

VODster is provided by **VODster sp. z o.o.** (“VODster”, “we”). You are “you”: the person who uses the app or the website.

VODSTER SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ

ul. Żelazna 2, 40-851 Katowice, Poland

NIP 6343077815 KRS 0001273675 REGON 545991690

Share capital: 20 000 PLN

Registration court: Sąd Rejonowy Katowice-Wschód w Katowicach, VIII Wydział Gospodarczy Krajowego Rejestru Sądowego

- User help and complaints: support@vodster.app
- Formal matters, public authorities and businesses: company@vodster.app
- Phone: +48 728 595 347
- We write in Polish and in English.

These Terms are written mainly for consumers. We apply consumer-protection law to anyone who uses VODster for a purpose not directly related to their business or profession.

What VODster is and what you need

VODster is an assistant that helps you choose a film or series from the VOD platforms available in your country. It runs in the mobile app, in the signed-in web app (app.vodster.app) and on the information site vodster.app.

- we suggest titles from a description of your mood, your ratings and lists (AI chat, presets, “Similar to…”),
- we show where a title is available and open it in the platform’s app or website,
- you can keep lists and ratings and get notifications about new releases,
- we offer a Premium plan with higher limits and extra features.

We are not a VOD platform. We do not host or play films. You buy Netflix, HBO Max, Disney+ and other subscriptions separately from their operators; once you open a title, their terms apply.

What you need

- an iPhone or iPad running **iOS 16.4** or later, or an Android phone on a version supported by Google Play,
- in a browser: a current version of Chrome, Safari, Firefox or Edge,

- an internet connection,
- an e-mail address or a Google or Apple account to sign in.

The contract

The contract for the free service (the account) is concluded when you create an account and confirm that you know these Terms. You conclude a separate contract for Premium when you place an order (see Ordering and payment). Contracts run for an indefinite period and you can end them at any time (see Ending the contract).

These Terms are available free of charge on this page before you conclude a contract. You can save or print them, and the header has a PDF file. We do not allow unlawful content in the service (see Rules of use).

Your account

- You can create an account if you are at least **16 years old**. We do not ask for your date of birth.
- You may give your year of birth voluntarily, only so that we do not suggest titles unsuitable for minors. You can change or remove it in your profile.
- You give a real e-mail address that you can access. One account per person.
- You look after your password and access to your account. If you suspect someone took over your account, write to us.
- If you are under 18, you order Premium with the consent of a parent or legal guardian to the extent the law requires it.

Deleting your account. In the mobile app: Profile → Privacy and data → Delete account. In the web app: Settings → Privacy → Delete account. Deletion is delayed by 30 days: during that time you can sign in and cancel it. After 30 days the account is deleted. Details, including what remains and why, are on the Account deletion page. Deleting your account does not cancel a subscription bought in the App Store or Google Play: cancel it in the store first. A subscription bought on our website is cancelled when the customer is deleted in Stripe no earlier than 30 days after your request (see Renewal and cancellation).

Features and limits

On the free plan you use VODster at no charge, within daily limits. Premium raises the limits and unlocks extra features. Daily limits are counted per account and reset every day at midnight UTC.

Feature	Free	Premium
Recommendations from a mood description (AI chat) / day	2	30
Quick presets / day	10	100
“Similar to…” / day	10	no limit
Voice search / day	5	100
Matchmaker sessions you start / day	1	30
Custom lists (besides “Watch later”)	1	no limit
Cloud sync of TVs	no	yes
“My taste” (taste portrait, statistics)	no	yes

“No limit” means no daily limit; reasonable technical ceilings that protect the service from abuse may apply. We change the scope of the plans only as described in Changes to the service.

Lists, ratings and sharing

Your ratings are private: we do not show them to other users. Lists are private by default. You share them only if you decide to (section Your content).

The AI chat

- **You are talking to an AI system, not to a person.** This applies to the chat, voice search and other AI-based features such as the taste portrait.
- **The AI can be wrong.** Answers may be incorrect, incomplete or out of date. They are suggestions, not advice. You decide what to watch.
- **Check availability with the provider.** Availability data comes from third parties and may differ from what the platform’s app shows.
- Do not type sensitive data or other people’s personal data into the chat unless you need to.
- Report a bad answer in the app (Profile → Contact us) or by e-mail to support@vodster.app.

AI providers

The content of your chat messages (text and voice) is processed by AI model providers. Today these are DeepInfra and OpenAI; others may be added. We do not attach your e-mail address or

account name to the requests. We have data processing agreements with the providers and do not allow them to train their models on our users' data; data goes outside the EEA on the mechanisms described in the Privacy Policy. The current list of providers is on the Subprocessors page. Changing a provider means updating that list and telling you; it does not require you to accept the Terms again.

Before you send your first request, we show a short information screen about this processing; the chat starts working once you confirm it. Without that confirmation you cannot use the AI features; the rest of the app works. You can switch the AI chat off later in the settings. The Privacy Policy explains the details, including retention and your rights.

How recommendations work

Recommendations in VODster rely on these main parameters:

- what you type or say in the chat, and the mood or preset you pick,
- your ratings, your reactions to suggested titles, your lists, and titles you watched or hid,
- the VOD platforms and country you set, so that we suggest titles available to you,
- optionally, your year of birth, only to filter out content unsuitable for minors,
- information about titles: genre, description, audience ratings and popularity.

Today nobody pays for a place in recommendations. If that changes, we will label it clearly (see Ads and affiliate links). You influence recommendations by rating titles, hiding titles you do not want to see, and changing platforms in your profile.

Personalisation does not produce legal or similarly significant effects for you: we suggest titles; we do not decide on your rights. More in the Privacy Policy.

Premium: plans and prices

Premium is a paid plan with higher limits and extra features (table in Features and limits) and **no ads**.

Plan	Gross price (VAT included)	Billing period
Premium monthly	PLN 9.99	1 month

Plan	Gross price (VAT included)	Billing period
Premium yearly	PLN 89	12 months

We offer Premium in the channel shown in the app or at checkout (the App Store, Google Play or payment on our website). Not every channel is available at every time or in every country. Before you pay, you always see the final price, the billing period, the renewal information and how to cancel. In a store, the price and currency come from your store. The price does not include costs you bear with your internet provider or VOD platforms.

Free trial

- Where we offer a trial, it lasts **5 days** and is free.
- We start a trial only with your express consent, given during the order process.
- It is available **once per account**.
- If you do not cancel before the trial ends, Premium becomes paid and we charge the price of the plan you chose. Before it starts we show you the day of the first charge.
- To avoid paying, cancel before the trial ends: in the App Store, cancel at least 24 hours before the trial ends (Apple's rule); in Google Play, cancel in Google Play before the trial ends (under Google Play's rules); for a purchase on our website, cancel before the trial ends. If you are charged because of a late cancellation that is our fault, or you use your statutory right of withdrawal, we refund the amount due as described in Withdrawing from the contract.

The trial is part of the Premium offer and neither shortens nor extends your right of withdrawal (see Withdrawing from the contract).

Renewal and cancellation

- Premium is a contract for an indefinite period. It **renews automatically** every month or year, depending on the plan, until you cancel.
- You can cancel at any time. Cancellation takes effect **at the end of the paid period**: you keep Premium until then. There is no minimum period beyond the one already paid.
- You cancel where you bought: in the App Store (iPhone Settings → your account → Subscriptions), in Google Play (Payments and subscriptions → Subscriptions) or, if you paid on

our website, in the Stripe customer portal linked in your account settings (Plan) and in your order confirmation. If the portal does not work, write to support@vodster.app and we cancel the subscription for you.

- Deleting your account **does not cancel** a subscription bought in the App Store or Google Play: cancel it in the store first. A subscription bought on our website is cancelled when the customer is deleted in Stripe, which happens no earlier than 30 days after you request deletion; until then it continues and renews, and we do not automatically refund the unused part of the paid period. On your request we refund proportionally the Premium charges taken on our website during that time. To end it earlier, cancel it in the Stripe customer portal.
- If a payment fails, the store or payment provider retries under its own rules. If it cannot be collected, Premium expires and the account returns to the free plan. Your data is not deleted.
- After Premium expires you keep your account, lists and ratings. Where a feature has a limit on the free plan (for example the number of custom lists), we act so that you do not lose your data; you may not be able to add new items above the limit.

Ordering and payment

- You place an order with a button labelled **“Order and pay”** (or an equivalent label, for example “Subscribe with obligation to pay”, or the store’s own button) that clearly tells you that you must pay. Without this confirmation no Premium contract is concluded.
- Before ordering you see: the gross price, the billing period, the automatic renewal information, how to cancel, links to the Terms and the Privacy Policy, and information about the right of withdrawal.
- After the order we send a confirmation to your account e-mail address (a durable medium) with the contract terms. For a store purchase the store also sends a confirmation.
- Payments on our website are handled by Stripe Payments Europe, Ltd. Your card details go to Stripe, not to us.
- We issue accounting documents as the law requires and keep them for 5 years (counted from the end of the tax or financial year they relate to; longer if a provision requires it), also after you delete your account (see the Privacy Policy).

Purchases in the App Store and Google Play

- When you buy Premium in the App Store or Google Play, **the store handles payment, renewal and consent to price changes** under its own rules, and Apple or Google refunds charges taken by the store under its own rules; we will tell you how to request a refund. This does not limit your statutory rights as a consumer. We refund directly only what we charged ourselves (payments on our website, through Stripe).
- This does not limit your statutory rights as a consumer, including the right of withdrawal and your rights relating to conformity of the service.
- The app has a **“Restore purchases”** option that links a store subscription to your account again.
- You manage a subscription bought in a given channel in that channel.
- On iOS, Apple’s standard Licensed Application End User License Agreement applies. These Terms are provided as the Terms of Use. Apple and Google are not parties to our contract and are not responsible for the VODster service.

Withdrawing from the contract

As a consumer you may withdraw from the Premium contract within **14 days** of concluding it, without giving a reason. The free-account contract involves no payment; you can end it by deleting the account.

- **How to withdraw.** Send an unambiguous statement to support@vodster.app (or company@vodster.app) or by post to the address in “Who we are”. You may use the model form but you do not have to. It is enough to send the statement before the deadline.
- **Immediate start.** Premium works right after the order. So when you order, we ask for your express request to start the service before the 14 days end, and for your acknowledgement that if you withdraw you will pay for what you have received so far. Without that request we do not carry out the order.
- **Proportional payment.** If you withdraw after the service has started, you pay an amount proportional to what was provided until you withdrew, calculated from the price of the plan you chose. We refund the rest within 14 days of receiving your statement, using the payment method you used. If you withdraw during the trial, you pay nothing.
- **Confirmation.** We confirm the order and the withdrawal on a durable medium (e-mail).

- **Store purchase.** You may send the withdrawal statement to us (as above) or submit it to the store under its rules. The store refunds a charge it took under its own rules; we will tell you how to request it. This does not limit your statutory rights as a consumer. Also send us the statement if you submit it to the store, so that we end Premium on your account.

Price changes

- We change the Premium price you already pay **only with your prior consent**, given actively before the next billing period. Silence is not consent.
- If you do not agree, Premium continues at the old price until the end of the paid period and does not renew.
- For subscribers who bought in a store, we keep the existing price or use the store's mechanism that requires your consent to the new price.
- When we announce a price discount, the previous price we show is the lowest price from the 30 days before the discount.

Promotions and codes

Promotions, codes and trials that go beyond the offer in these Terms run under separate promotion rules. They state the organiser, the period, the conditions of participation, whether the offer can be combined with others, and how to complain. Codes cannot be exchanged for cash. The promotion rules do not reduce your rights under these Terms.

Conformity of the service

We provide a digital service that conforms to the contract and we supply the updates needed to keep it that way, and we tell you about important updates. If the service does not conform to the contract, the Polish Consumer Rights Act gives you remedies: bringing the service into conformity, a price reduction, or terminating the contract. Report a problem to support@vodster.app (see Complaints). Nothing in these Terms limits those remedies.

Changes to the service

We may change the service (features, limits, appearance, plans) only for one of these reasons:

a change in law, a court ruling, a decision of an authority or a requirement of an app store,
a change in, or end of, data, licences or services supplied by third parties we rely on (title data sources, AI providers, payment providers, VOD platforms),
security, bug fixing, preventing abuse,
adapting to new versions of operating systems, devices and browsers,
developing or improving features, including adding new ones,
introducing ads, sponsored content or affiliate links on the free plan (always labelled; Premium stays ad-free),
changing the economic terms of the free plan, including its limits, where the cost of providing the service justifies it.

A change costs you nothing. If a change significantly and negatively affects your access to, or use of, the digital service, we tell you in advance (at least 14 days) on a durable medium. You then have the right to terminate the contract at no cost within 30 days of the change or of receiving the notice, whichever is later. We refund proportionally the unused part of the Premium fee that we charged; a fee charged by a store is refunded by Apple or Google. You do not have this right if you keep access to the unchanged service at no extra cost.

Your content

Your content means, for example, list names and descriptions, ratings, notes, your name in a Matchmaker session and messages to us. It stays yours.

- You give us a non-exclusive, free licence only to the extent needed to provide the service to you: storing, showing it to you and to people you share it with, and making backups. The licence lasts while you have an account and ends when it is deleted (subject to backups and legal obligations).
- Ratings are private. Lists are private by default. We share them with others only on your decision, and you can withdraw it at any time.
- If you share a list, people with access see its name, description and titles. You are responsible for what you put in it. The name you give in a Matchmaker session is visible to its participants.

- We do not sell your content and do not use it in ads. We may use feedback messages about the app to improve the service.
- You remove content in the app or together with your account (see Ending the contract and deleting your account).

Rules of use

You must not:

- post unlawful content (including content infringing others' rights), abusive or misleading content, including in list names, descriptions and links,
- collect data from VODster automatically (scraping), reconstruct the API or bypass limits,
- use the service's output to train AI models or to build a competing database,
- overload the services (DoS, password guessing) or look for vulnerabilities in a way that endangers others,
- create automated accounts or impersonate someone,
- sell or hand over access to your account.

If you break these rules, we may remove content, restrict a feature, suspend the account or end it, in the way described in Illegal content and Ending the contract. We tell you about the decision with reasons. A person decides on restricting an account or removing content. We report serious cases to law enforcement.

Illegal content, reports and appeals

We want to remove illegal content quickly and fairly. This is how it works. Details and instructions are on the Report content page.

Point of contact

Users: support@vodster.app. Public authorities: company@vodster.app. We reply in Polish and in English.

Reporting content

Send an e-mail to support@vodster.app. Your report should include:

- an explanation of why you think the content is illegal,
- the exact address (URL) or other indication of where the content is,
- your name and e-mail address (not required for reports of certain offences, for example those concerning child sexual abuse),
- a statement that you act in good faith and that the information is accurate.

We acknowledge receipt without undue delay and tell you our decision and the ways to appeal.

Statement of reasons

If we remove or restrict your content or account, we send you a statement of reasons that gives:

- what we did (removal, reduced visibility, suspension, termination) and its scope and duration,
- the facts and circumstances, and whether we acted on a report or on our own initiative,
- whether we used automated means,
- the legal ground or the provision of the Terms, with an explanation of why the content breaches it,
- how to appeal.

Appeal

You can appeal a decision within **6 months** of receiving it, by e-mail to support@vodster.app. A person who did not take the contested decision reviews the appeal and answers you without undue delay. You can also use out-of-court dispute resolution (see Out-of-court dispute resolution) and go to court.

If we learn of information giving rise to a suspicion of a criminal offence that threatens the life or safety of people, we inform the competent authorities.

Third-party data sources

Title and availability data come from third parties. **Check availability with the provider.** The full list of sources and licences is on the Sources and licences page.

- **TMDB**: titles, descriptions, posters, cast and ratings. This application uses TMDB and the TMDB APIs but is not endorsed, certified, or otherwise approved by TMDB.
- **Streaming Availability API** (Movie of the Night) and availability data supplied via TMDB (JustWatch): availability of titles on VOD platforms.
- **OMDb**: some of the quality signals used to rank recommendations. We do not display ratings from OMDb.
- **TVmaze** (CC BY-SA licence) and **Wikipedia** (CC BY-SA 4.0): series information and description excerpts.



The TMDB logo is a mark of its owner.

Names and logos of VOD platforms and other companies are marks of their owners. VODster is not affiliated with them unless stated otherwise.

Ads and affiliate links

Today VODster has no ads and no advertising SDKs. In the future the service may contain ads, sponsored content or affiliate links. They will always be clearly labelled, and paid placement will not change the order of recommendations without such a label. Before we enable them, we will update the Privacy Policy and ask for the consents required. Introducing ads on the free plan is one of the reasons for changing the service listed in Changes to the service. **Premium has no ads.**

Notifications and messages

Push notifications work after you allow them in your phone's system settings. In the app you choose categories:

- **Service**: about your lists and series, for example a new episode, a finale, a season premiere, a title on your list becoming available or leaving a platform, news about actors and directors, a Matchmaker result.
- **Suggestions**: ideas for tonight or the weekend and other prompts to use the app. We send them only if you opt in to this category.

- **Summaries**: for example a weekly Wrapped summary.
- **Offers** (marketing): only with a separate, unticked-by-default consent to e-mail or push. You can withdraw it at any time.

E-mails needed to provide the service (sign-up, security, account deletion, order confirmation, notice of a change to the Terms or the price) are sent without a marketing consent. They are not marketing.

Availability and liability

We work to keep the service running without interruption, but we cannot guarantee there will never be outages: they can result from maintenance, provider failures or causes beyond our control. We announce planned work when we can.

We are liable for damage as set out in the law. **Nothing in these Terms excludes or limits our liability for intentionally caused damage or your rights as a consumer under mandatory law**, including your rights relating to conformity of the digital service with the contract. Availability data comes from third parties and may be out of date. We take care to keep it up to date; check the offer with the provider before you watch. The providers of VOD platforms and other third-party services are responsible for how those services operate.

Complaints

Send a complaint by e-mail to support@vodster.app or in writing to: VODster sp. z o.o., ul. Żelazna 2, 40-851 Katowice. Give the e-mail address of your account, a description of the problem and the outcome you expect. A complaint can concern the service, payments and Premium.

We reply within **14 days** of receiving the complaint, on a durable medium (e-mail). If we do not reply within that time, the complaint is treated as accepted (Art. 7a of the Polish Consumer Rights Act).

Out-of-court dispute resolution

As a consumer you can use out-of-court dispute resolution: help from a municipal or county consumer ombudsman, mediation or amicable settlement by a provincial inspectorate of the Trade Inspection, and information published by the Office of Competition and Consumer Protection (uokik.gov.pl).

VODster has not committed in advance to take part in out-of-court consumer dispute resolution. If you ask for it in a specific case, we will consider the request and tell you within 14 days whether we agree.

Ending the contract and deleting your account

- **You** can end the contract at any time: by deleting your account (see Your account) or cancelling Premium (see Renewal and cancellation).
- **We** can end the account contract only for a valid reason: serious or repeated breach of the Rules of use, using the service for unlawful activity, a threat to the security of the service or other people, a legal requirement or an authority's decision. We first state the reason and let you respond, unless the law or security requires faster action. We give reasons for the decision (see Illegal content) and you can appeal.
- If we end the Premium contract for reasons not attributable to you, we refund the proportional part of the fee we charged for the unused period; a fee charged by a store is refunded by Apple or Google under their own rules.
- **Closing the service.** If we decide to stop providing the service, we notify you at least 60 days in advance and, during that time, let you obtain a copy of your data (by yourself, where the export feature is available on your account, or on request by e-mail).

What happens to your data after you delete your account, including what remains and for how long, is described on the Account deletion page and in the Privacy Policy.

Changes to these Terms

We may change these Terms only for one of these reasons:

a change in law, a court ruling or a decision of an authority,

a change to the service that we are allowed to make for the reasons in Changes to the service, if the description in the Terms needs to change,
a change in requirements of app stores, payment providers or other third parties the service depends on,
security and preventing abuse,
a change in company details or ways to contact us,
correcting errors and clarifying provisions without making your position worse.

How we tell you and when a change takes effect:

- We publish the full text of the new version (also as a PDF) on the website and, for significant changes, send an e-mail to your account address (a durable medium) on the day of publication.
- In the app we show the acceptance screen for the new version from the day the change takes effect.
- A change takes effect after at least **14 full days** have passed since the day of publication. Until then the current version applies.
- Before a change takes effect you may terminate the contract at no cost (delete your account or cancel Premium). We refund the proportional part of the fee we charged for the unused Premium period (payment on our website, through Stripe). Charges taken by the App Store or Google Play are refunded by Apple or Google under their own rules; we will tell you how to request a refund. This does not limit your statutory rights as a consumer.
- Merely continuing to use the service does not mean you agree. From the day the change takes effect the app will ask you to accept the new version; until you accept it you cannot use the account, and your data stays untouched.
- You may terminate the contract at no cost at any time: delete your account or write to support@vodster.app. Signing out alone does not end the contract.
- If you have not accepted the new version within **30 days** after the day the change takes effect, we may terminate the contract with **14 days'** notice given by e-mail. The notice period runs from the day we send that e-mail, and we delete the account when it ends; the earliest the contract can therefore end is after 30 days from the day the change takes effect plus a further 14 days from the day the e-mail is sent.
- On termination, by you or by us for this reason, we refund proportionally the unused Premium fee that we charged. On your request the refund also covers Premium charges taken on our website during the 30-day wait for account deletion. If you have paid for Premium on our website and the account has been blocked pending acceptance of the new version, on your

request we refund the fee proportionally for the blocked period, counted from the day the account was blocked, whether or not the contract has been terminated. Charges taken by the App Store or Google Play for that period are refunded by Apple or Google under their own rules; we will tell you how to request a refund. This does not limit your statutory rights as a consumer. You must still cancel a store subscription in the store to stop future charges. On request we send you a copy of your data by e-mail (self-service export is not available to every account).

We announce changes to the Privacy Policy on the website and, for significant ones, by e-mail; they do not require you to accept the Terms again. Earlier versions of the Terms are in the archive (link in the header).

Governing law and courts

The contract is governed by Polish law. If you are a consumer, this does not deprive you of the protection of the mandatory rules of the country where you usually live. As a consumer you may bring claims before the court for your place of residence. We do not use arbitration clauses against consumers.

Personal data

The controller of your personal data is VODster sp. z o.o.. The Privacy Policy explains how we process it, for what purpose, on what basis and for how long. We do not sell personal data.

Language, versions and archive

Version 1 applies until 19 November 2026 inclusive. Version 2.0 applies from 20 November 2026 and replaces version 1; until then version 2 does not apply, including to accounts created in the meantime. The Polish version is binding. The English version is a full translation for your convenience; if the two differ, the Polish version prevails. Earlier versions and the PDF are linked in the header of this page.

Annex: model withdrawal form

Complete and return this form only if you want to withdraw from the Premium contract. It is not mandatory.

To: VODster sp. z o.o., ul. Żelazna 2, 40-851 Katowice, e-mail: support@vodster.app
I/We(*) hereby give notice that I/we(*) withdraw from my/our(*) contract for the provision of the following service: VODster Premium plan.

- Ordered on(*) / received on(*): ...
- Name of the consumer: ...
- E-mail address of the account: ...
- Address of the consumer (if sent in writing): ...
- Signature (only if this form is notified on paper): ...
- Date: ...

(*) Delete as appropriate.