

TERMS AND CONDITIONS

Please read this terms and conditions carefully. These terms and conditions contain important information about the services of Wizzle. These terms and conditions includes information about the amendment and modification of these terms and conditions (Article 13), the limitation of liability (Article 16) and the resolutions of disputes by arbitration (Article 24) .

Article 1 Definitions

- 1.1 The services of Wizzle: the software and all other functionalities that Wizzle provides to the Country operator in order to facilitate sell transactions and purchase transactions of Cryptocurrencies between you and the Country operator.
- 1.2 Cryptocurrencies: Ether and Bitcoin.
- 1.3 Website: the website of Wizzle that can be accessed through wizzle.io.
- 1.4 The Mobile App: the mobile app of Wizzle which can be downloaded in the Google Play Store and the App Store.
- 1.5 Terms and Conditions: these terms and conditions.
- 1.6 Privacy statement: the privacy statement of Wizzle that is accessible on wizzle.io.
- 1.7 Wizzle: Wizzle Global N.V..
- 1.8 Country operator: An entity which has a business relationship with Wizzle Global N.V. on the basis of a franchise contract and has its registered office in an individual country. The Country operator is responsible for the conclusion of the sell transactions and purchase transactions of Cryptocurrencies.

Article 2 General

- 2.1 This document sets out the Terms and Conditions with regard to the services of Wizzle.

- 2.2 If you use the services of Wizzle you agree with the terms and conditions as set forth in this document.

- 2.3 You hereby declare that you read the terms and conditions before using the services of Wizzle .

- 2.4 You hereby warrant and represent that you will not use the services of Wizzle for any illegal activity or unauthorized purpose, including but not limited to money laundering, the financing of terrorism, illegal gambling or any other illegal activity.

- 2.5 You hereby warrant and represent that you are legally permitted to use the services of Wizzle.

- 2.6 You hereby warrant and represent that you will not use the services of Wizzle if the laws and regulations in your country or jurisdictions prohibits the use of the services of Wizzle.

- 2.7 Nothing on the Website and in The Mobile App constitutes investment, legal, tax or other advice.

- 2.8 Pronouns in feminine, masculine and neuter genders shall be construed to include any other gender.

Article 3 Applicability and eligibility

- 3.1 These Terms and Conditions shall be applicable to the services of Wizzle.

- 3.2 You shall be able to access these Terms and Conditions at any time. Wizzle will provide you with the possibility to store the Terms and Conditions on an electronic data carrier.

- 3.3** This agreement constitutes the entire agreement and supersedes any prior agreement, whether written or oral, related to the subject matter of this agreement.
- 3.4** If you use the services of Wizzle you hereby explicitly warrant and represent that you are at least 18 years old or you have parental permission or permission of a legal guardian.
- 3.5** If you use the services of Wizzle you hereby explicitly warrant and represent that you have not previously been suspended or removed from the services of Wizzle, the Website or The Mobile App.
- 3.6** If you use the services of Wizzle you understand and accepts that the services of Wizzle may not be available in all jurisdictions. You understand and accepts that Wizzle may restrict or prohibit the use of the services of Wizzle from certain jurisdictions or countries. You understand an accepts that it is at Wizzle sole discretion to determine in which countries and jurisdiction the services of Wizzle shall be available.
- 3.7** If you use the services of Wizzle you understand and accepts that Wizzle reserves the right to restrict or prohibit your use of the services of Wizzle at the sole discretion of Wizzle

Article 4 Country operator

- 4.1** The services offered by the platform of Wizzle are based on a system in which County operators are involved. A Country operator has a business relationship with Wizzle on the basis of a franchise contract. A Country operator has its registered office in an individual country.
- 4.2** The sell transactions and purchase transactions of Cryptocurrencies are concluded between you and the Country operator and not between the you and Wizzle. Wizzle will redirect you to a Country operator based on an IP address or based on the registration at Wizzle.

- 4.3** The Country operator is fully responsible to ensure that he has sufficient funds to perform the sell transactions and purchase transactions of Cryptocurrencies.
- 4.4** Wizzle shall in no event be liable for any consequential, special, incidental, punitive or indirect damage or loss or any other damage or loss arising from or in connection with the inability to perform sell transactions or purchase transactions of Cryptocurrencies due to the failure of the Country operator to ensure that he has sufficient funds to perform the sell transactions and purchase transactions of Cryptocurrencies or any other act or omission committed by the Country operator.

Article 5 Verification

- 5.1** When you purchase or sell Cryptocurrencies with the use of the services of Wizzle you agree that you may provide Wizzle with personal data in order to make use of the services of Wizzle and to verify your transaction(s).
- 5.2** The personal data you may provide to Wizzle includes among others:
- email;
 - bank account number;
 - name and
 - mobile phone number.

The aforementioned categories of personal data shall be considered as a non-exhaustive list of personal data you may provide to Wizzle in order to make use of the services of Wizzle and verify your transaction(s).

- 5.3** Wizzle reserves the right to request additional information from you in order to determine your identity. In addition Wizzle reserves the right to request additional information from you in order to be compliant with applicable legislation and regulations such as, but not limited to, Anti Money Laundering and Know Your Customer legislation and regulation.

- 5.4** You are fully responsible for and you guarantee the correctness and completeness of the information that you provided to Wizzle. You hereby acknowledge that the correctness and completeness of the information that you provided to wizzle is highly important for an optimal performance of the services of Wizzle.
- 5.5** You hereby agree that you will inform Wizzle about any change in the information you already provided to Wizzle.

Article 6 Buying cryptocurrencies from a Country operator

- 6.1** When you purchase Cryptocurrencies from a Country operator you agree with the purchase value of the Cryptocurrencies as determined by the Country operator at the time the transaction is initiated.
- 6.2** When you purchase Cryptocurrencies from a Country operator you agree that a confirmed purchase transaction cannot be cancelled, altered or reversed.
- 6.3** When you purchase Cryptocurrencies from a Country operator you acknowledge that you are aware of the volatility and the related risks of Cryptocurrencies.
- 6.4** When you purchase Cryptocurrencies from a Country operator you agree that Cryptocurrencies cannot be returned or exchanged.
- 6.5** When you purchase Cryptocurrencies from a Country operator you shall provide the Country operator with a valid cryptocurrency address to which you have access. The Country operator will transfer the purchased Cryptocurrencies to the valid cryptocurrency address after the purchase transaction is confirmed.
- 6.6** You are fully responsible for the correctness and completeness of the information that is provided to Wizzle and the Country operator with relation to the execution of the purchase transaction.

- 6.7 You are fully responsible for taking precautions in order to provide a secure storage of your Cryptocurrencies.
- 6.8 The Country operator reserves the right to cancel the transaction and refund the purchase amount in case the transaction cannot be adequately and timely processed as a result of unforeseen circumstances or occurrences beyond the reasonable control of the Country operator, including but not limited to, acts of war or terrorism, flood or other natural disaster, governmental restrictions, or in the case of computer systems, any failure in electrical or air conditioning equipment, software malfunctions, bank transaction malfunction or any other occurrence beyond reasonable control of the Country operator.

Article 7 Selling cryptocurrencies to a Country operator

- 7.1 When you sell Cryptocurrencies to a Country operator with the use of the services of Wizzle you agree with the value of the Cryptocurrencies as determined by the Country operator at the time the transaction is initiated.
- 7.2 When you sell Cryptocurrencies to a Country operator with the use of the services of Wizzle you acknowledge that you are aware of the volatility and the related risks of Cryptocurrencies.
- 7.3 When you sell your Cryptocurrencies to a Country operator with the use of the services of Wizzle the Country operator will provide you with a valid cryptocurrency address. In order to sell your Cryptocurrencies you will send your Cryptocurrencies to the valid cryptocurrency address that is provided by the Country operator.
- 7.4 When the Cryptocurrencies are sent to the valid cryptocurrency address that is provided by the Country operator and the Country operator received all the Cryptocurrencies, the Country operator will instruct the bank to make the payment. The Country operator will instruct the bank to make the payment as soon as possible but at the latest within

twenty-four (24) hours after the Cryptocurrencies are received on the address that is provided by the Country operator. The twenty-four (24) hour term shall not apply in case of occurrences beyond reasonable control of the Country operator.

- 7.5** The payment will be made by transfer to the bank account that is provided by you. You declare that you are the holder of the bank account.
- 7.6** You are fully responsible for the correctness and completeness of the information that is provided to Wizzle and the Country operator with relation to the execution of the sale transaction of your Cryptocurrencies.
- 7.7** The Country operator reserves the right to undertake investigations concerning the origin of the Cryptocurrencies that are offered for sale to the Country operator by you in order to be compliant with applicable legislation and regulations such as, but not limited to, Anti Money Laundering and Know Your Customer legislation and regulation. To perform the investigations the Country operator may request additional information from you.
- 7.8** In case the conditions for the sale of Cryptocurrencies to the Country operator are not met or in case the transaction cannot be processed adequately and timely due to occurrences beyond the reasonable control of the Country operator, including but not limited to, acts of war or terrorism, flood or other natural disaster, governmental restrictions, or in the case of computer systems, any failure in electrical or air conditioning equipment, software malfunctions, bank transaction malfunction or any other occurrence beyond reasonable control of the Country operator, the Country operator shall refund the offered Cryptocurrencies to you. In this case you shall provide the Country operator with a valid cryptocurrency address.

7.9 The Country operator shall refund the Cryptocurrencies as soon as possible but at the latest within two (2) business days. The two (2) day term shall not apply in case of occurrences beyond the reasonable control of the Country operator.

Article 8 Fees

8.1 You agree to pay the fees to the Country operator, as determined by the Country operator, with regard to the sale transactions and purchase transactions of Cryptocurrencies that are performed via the Country operator.

8.2 The Country operators reserves the right to change the fees, in its sole discretion, with regard to the sale transactions and purchase transactions of Cryptocurrencies that are performed through the Country operator. A change in the fees with regard to the sale transactions and purchase transactions of Cryptocurrencies shall be announced to you by the Country operator on the Website or through any other means of electronic communication.

8.3 The change in the fees with regard to the sale transactions and purchase transactions of Cryptocurrencies shall be effective as of the effective date as stated in the announcement that is made to you on the Website or through any other means of electronic communication by the Country operator. You agree with the effective date as stated in the announcement.

8.4 You agree to authorize the Country operator to collect the owed fees with regard to the sale transactions and purchase transactions of the Cryptocurrencies that are performed via the Country operator.

Article 9 Use of the services of Wizzle

9.1 You agree and acknowledges that you shall only use the services of Wizzle as expressly permitted for the purposes as described in these terms and conditions. You warrant to Wizzle that you shall not use the

services of Wizzle for any purpose that is unlawful or prohibited by these terms and conditions.

- 9.2** You shall not use the services of Wizzle in any manner which could damage, disable, overburden or impair the services of Wizzle or interfere with any other party's use and enjoyment of the services of Wizzle.
- 9.3** You are solely responsible for the security and confidentiality of your password. You are solely responsible for all your use of your password and your account, including but not limited to, unauthorized access to your account.
- 9.4** You shall notify Wizzle immediately if you know or suspect that your password has been obtained or your account has been or possibly has been accessed or used by an unauthorized person. In addition you shall notify Wizzle immediately about any other security violation or suspected security violation.
- 9.5** Wizzle shall reserve the right to freeze your account and to freeze your pending sell transactions and buy transactions of the Cryptocurrencies at any time and without notice in case of a security violation or a possible security violation in whatever form.
- 9.6** Wizzle reserves the right to request information from you in order to investigate the situations as stated in this provision. You shall fully cooperate with an information request within the meaning of this provision. If you do not cooperate with this information request within fourteen (14) days your access to the services of Wizzle will be terminated.

Article 10 Suspension and termination

- 10.1** Wizzle reserves the right to suspend a transaction and the use of the services of Wizzle, including but not limited to, the following situations:

- In case there is a suspicion that you use the services of Wizzle for committing fraud, abuse, financing terrorism, money-laundering, illegal gambling activities or any other criminal activities;
- In case there is an infringement on these terms and conditions;
- In case a you try to get unauthorized access to an account of another user or in case you have unauthorized access to an account of another User;
- In case the suspension of a transaction or the suspension of the use of the services of Wizzle is required by a court order, a subpoena or similar investigative demand, a request for cooperation from any law enforcement or other governmental body or otherwise required by law;
- In case you do not provide Wizzle with complete and correct information;
- In case of operational issues with the services of Wizzle;
- In case you do not cooperate with the security and safety checks or you circumvent or attempt to circumvent security measures with regard to the services of Wizzle and
- Any other use of the services of Wizzle by you that, in any way whatsoever, could affect the services of Wizzle .

10.2 Wizzle reserves the right to terminate your access to the services of Wizzle in the situations as stated in article 10.1.

10.3 Wizzle reserves the right to request information from you in order to investigate the situations as stated in Article 10.1. You shall fully cooperate with an information request within the meaning of this provision. If you do not cooperate with this information request within fourteen (14) days your access to the services of Wizzle will be terminated.

10.4 The situations as stated in article 10.1 shall be considered as a non-exhaustive list of possible situations in which Wizzle reserves the right to suspend transactions or the use of the services of Wizzle . Wizzle shall

reserve the right to suspend your transaction or your use of the services of Wizzle if Wizzle considers it necessary to ensure a sound and prudent management of the services of Wizzle .

- 10.5** The situations as stated in article 10.1 shall be considered as a non-exhaustive list of possible situations in which Wizzle reserves the right to terminate the access to the use of the services of Wizzle. Wizzle shall reserve the right to terminate the access to the use of the services of Wizzle if Wizzle considers it necessary to ensure a sound and prudent management of the services of Wizzle.

Article 11 Transactions

- 11.1** You agree that Wizzle sets restrictions on the amount of sell transactions or purchase transactions you are able to do.
- 11.2** For the restrictions of transactions Wizzle uses a system that consist of four (4) verification tiers. More information about this system is provided on the Website. The Website is accessible through wizzle.io.
- 11.3** Wizzle reserves the right to adjust the amount of sell transactions or purchase transactions of Cryptocurrencies by you if this is necessary to ensure compliance with the four-tier system.
- 11.4** Wizzle reserves the right to refuse sell transactions or purchase transactions of Cryptocurrencies, to subject sell transactions or purchase transactions of Cryptocurrencies to certain restrictions or limits with regard to the amount of the permitted trade through the services of Wizzle or to subject sell transactions or purchase transactions of Cryptocurrencies to any other restriction or condition without prior notice.

Article 12 Accessibility of the services of Wizzle

- 12.1** You agree that the services of Wizzle are provided 'as is' and 'as available' without any warranties or representations to the fullest extent permissible by applicable law.

- 12.2** You agree that Wizzle shall not warrant that the services of Wizzle are always fully available, reliable, accessible, suitable and fully secure. Wizzle shall do its utmost to maintain a prudent and sound service level with reasonable security and accessibility.
- 12.3** You agree that Wizzle shall not warrant the availability of the Cryptocurrencies. Wizzle reserves the right to discontinue the sell transaction or the purchase transaction of the Cryptocurrencies without notice.
- 12.4** You agree that Wizzle shall not warrant that information transferred or stored with the use of the services of Wizzle shall never be temporarily unavailable or lost.
- 12.5** Wizzle reserves the right to suspend your access to the Website and The Mobile App, in whole or in part, to perform necessary maintenance.

Article 13 Change of Terms and Conditions

- 13.1** Wizzle expressly reserve the rights to amend and modify these Terms and Conditions at any time and without notice. The latest version of the Terms and Conditions shall always be available on the Website of Wizzle and in The Mobile App of Wizzle . The Website of Wizzle is accessible through wizzle.io. The Mobile App of Wizzle can be downloaded in the Google Play Store and the App Store.
- 13.2** You shall accept the changes of the Terms and Conditions if you continue to make use of the services of Wizzle after the Terms and Conditions are amended or modified by Wizzle . Therefore you are strongly advised to consult the Terms and Conditions regularly.

Article 14 Intellectual property

- 14.1** The intellectual property rights related to all content on the Website, all content in The Mobile App and any other content related to the use of the services of Wizzle, including but not limited to the logos, the text, the

images, the software, the video's, the information and any other file or a collection of these files are the property of Wizzle or the suppliers of Wizzle. All content on the Website, all content in The Mobile App and all content related to the use of the services of Wizzle is protected by intellectual property rights law and any other laws and regulations that protect property.

- 14.2** Wizzle shall grant you a limited, personal, non-exclusive, non-transferrable and revocable license to access and use the services of Wizzle, the content of the Website and the content in The Mobile App related to the use of the services of Wizzle subjected to the provisions in these Terms and Conditions.
- 14.3** The limited, personal, non-exclusive, non-transferrable and revocable license does not allow you to modify, translate, reverse engineer, adapt, create derivatives work from, display, publish and otherwise use the content on the Website, the content in The Mobile App and any other content related to the use of the services of Wizzle, in whole or in part.
- 14.4** All content on the Website, all content in The Mobile App and any other content related to the use of the services of Wizzle shall not be used for resale.
- 14.5** You shall not use the content on the Website, the content in the Mobile App and the content relate to the use of the services of Wizzle for any other purpose than for personal use. If you wish to use the content on the Website, the content in The Mobile App or any other content related to the use of the services of Wizzle, for any other purpose than for personal use, you must have explicit written prior permission of Wizzle.
- 14.6** You maintain your intellectual property rights with regard to all the content you provided to Wizzle or its affiliated companies through email or any other means of communication. However you agree and acknowledge that you shall grant Wizzle an irrevocable, worldwide, assignable and sub-licensable license to use the content you provided

to Wizzle. This license grants Wizzle the rights to use, reproduce, copy, translate, disseminate, disclose, modify, create derivative work from, publicly display and otherwise use the provided content of the User. These rights shall be considered as a non-exhaustive list of rights granted to Wizzle by you.

- 14.7** You shall hereby agree that you shall not receive a compensation in relation to the content that you provided to Wizzle or its affiliated companies.
- 14.8** You hereby acknowledge that you shall not acquire any ownership rights related to all content on the Website, all content in The Mobile App and any other content related to the use of the services of Wizzle, including but not limited to the logos, the text, the images, the software, the video's, the information and any other file or a collection of these files.

Article 15 Trademarks

- 15.1** Wizzle is the owner of all right, title and interest in and to each of the trademarks, servicemarks and logo's that appear on the Website, in The Mobile App or otherwise appear in relation to the services of Wizzle.
- 15.2** Wizzle shall retain all its right with respect to the trademarks, servicemarks and logo's that appear on the Website, in The Mobile App or otherwise appear in relation to the services of Wizzle.
- 15.3** In case any other party provided Wizzle with trademarks, servicemarks or logo's these trademarks, servicemarks or logo's shall be the property of the party who provided these trademarks, servicemarks or logo's. The party who provided these trademarks, servicemarks and logo's shall retain all its right with respects to the provided trademarks, servicemarks and logo's that appear on the Website, in The Mobile App or otherwise appear in relation to the services of Wizzle.

Article 16 Liability

- 16.1** Wizzle shall in no event be liable for any damage or loss arising from or in connection with the use or the inability to use the services of Wizzle to the maximum extent permitted by law except in case such damages are a result of a deliberate act or gross negligence of Wizzle or the natural persons responsible for the management or operation of Wizzle.
- 16.2** Wizzle shall in no event be liable for any damage, failure, delay, inaccuracy or interruption of the services of Wizzle arising from or in connection with computer viruses, spyware or any other malware that affects your computer or other hardware devices except in case such damages are a result of a deliberate act or gross negligence of Wizzle or the natural persons responsible for the management or operation of Wizzle.
- 16.3** Wizzle shall not be liable for any failure, delay, inaccuracy or interruption of the services of Wizzle arising from or in connection with any occurrence beyond the reasonable control of Wizzle , including but not limited to, acts of war or terrorism, flood or other natural disaster, governmental restrictions, or in the case of computer systems, any failure in electrical or air conditioning equipment, software malfunctions or any other occurrence beyond reasonable control of Wizzle.
- 16.4** Wizzle shall not be liable for any damage or loss arising from or in connection with the use of electronic means of communication, including but not limited to, damages resulting from failure or delay in delivery of electronic communication, manipulation or interception of electronic communications by third parties or by computer programs used for electronic communications and transmission of viruses except in case such damages are a result of a deliberate act or gross negligence of Wizzle or the natural persons responsible for the management or operation of Wizzle.

16.5 Without affecting article 16.1, article 16.2, article 16.3 and article 16.4 the liability of Wizzle will in no event exceed the aggregate amount of the fee that you payed to the Country operator with relation to the sale transaction or purchase transaction of the Cryptocurrencies except in case of a deliberate act or gross negligence of Wizzle or the natural persons responsible for the management or operation of Wizzle. The amount of the fee of the sale transaction or purchase transaction of the Cryptocurrencies is determined at the time the transaction is initiated.

Article 17 Indemnification

17.1 You shall indemnify, defend and hold harmless Wizzle and its employees and representatives against all claims, liabilities, penalties, expenses, or other obligations whatsoever, including but not limited to, attorney fees, expenses for litigation and fines imposed by a regulatory body, arising from or in connection with:

- the use of the services of Wizzle ;
- a breach of this Terms and Conditions;
- an infringement of legislation and regulation and
- an infringement of third party rights.

Article 18 Third party services

18.1 The third party links or the third party services that may be provided during the use of the services of Wizzle, by the Website or by The Mobile App, including but not limited to, Third party advertisements, Facebook links, Twitter links and Youtube links are not controlled by Wizzle. Wizzle shall make no warranties with regard to these third party links or third party services to the fullest extent permissible by applicable law and Wizzle shall not be liable for any loss or damage arising from or in connection with your use of third party links or the third party services except in case such damages are a result of a deliberate act or gross negligence of Wizzle or the natural persons responsible for the management or operation of Wizzle.

Article 19 Complaints

- 19.1 Complaints about the services of Wizzle shall be submitted within a reasonable period to info@Wizzle.io.
- 19.2 The complaint shall be provided with a clear and specific description of the complaint and the name of the person submitting the complaint.
- 19.3 Complaints submitted to Wizzle shall be answered within a period of thirty (30) days. This time limit shall begin to run with the date of receipt of the complaint. If a complaint requires a foreseeable longer processing time Wizzle shall give an indication about the expected time needed for handling the complaint. This indication shall be given within a period of fourteen (14) days. This time limit shall begin to run with the date of receipt of the complaint.

Article 20 Tax

- 20.1 You are fully responsible to determine which taxes apply to the sell transactions and purchase transactions you carried out via a Country operator. You hereby declare and accept that you will not hold Wizzle and the Country operators in any case liable for the applicable taxes with relation to the transactions you made via a Country operator with the use of the services of Wizzle.

Article 21 Severability

- 21.1 If any of the provisions of these Terms and Conditions are invalid, illegal or unenforceable, the validity of the remaining provisions shall not be affected. The parties shall negotiate in good faith to replace the invalid, illegal or unenforceable provision with valid provision to the economic effect of which comes as close as possible to that of the invalid, illegal or unenforceable provision.

Article 22 Headings

22.1 The headings in this agreement are for convenience of reference only and shall not be deemed to constitute part of this agreement or to control or affect the meaning or construction thereof.

Article 23 Privacy

23.1 Wizzle is aware of the importance of the protection of personal data. Wizzle has taken appropriate technical and organisational measures to ensure an adequate protection of your personal information and to protect your personal data against loss or any form of unlawful data processing such as data degradation, unauthorized access, modification or disclosure. The personal data that you provide to Wizzle shall be processed in accordance with applicable laws and regulations.

23.2 For information about the protection of personal data we refer to our Privacy statement. The Privacy statement is accessible through wizzle.io.

Article 24 Applicable law and dispute resolution

24.1 These Terms and Conditions shall be governed and construed by the laws of the Netherlands.

24.2 When you use the services of Wizzle you understand and accept that any dispute arising from or with relation to these Terms and Conditions is personal to you and Wizzle.

24.3 When you use the services of Wizzle you understand and accept that you waive your right to participate in a class action lawsuit, a class wide arbitration or any other type of representative proceeding or action against Wizzle.

24.4 All disputes arising out or related to these terms and conditions shall be settled by arbitration in accordance with the Arbitration Rules of the Netherlands Arbitration Institute. The arbitral tribunal shall be composed of one arbitrator. The place of Arbitration shall be Rotterdam. The

proceedings shall be conducted in the English language. Consolidation of the arbitral proceedings with other arbitral proceedings, as provided for in Article 1046 of the Dutch Code of Civil Procedure and Article 39 of the Arbitration Rules of the Netherlands Arbitration Institute is excluded.

24.5 Article 24.4 shall not prevent you or Wizzle from seeking injunctive or other equitable relief for the alleged unlawful use of intellectual property, including but not limited to, trademarks, copyrights, tradenames, logos, trade secrets or patents.

24.6 You and Wizzle agree to use your reasonable best efforts to resolve any dispute arising out or related to these terms and conditions through good faith negotiations prior to submitting such a dispute to an arbitral tribunal according to Article 24.4.