

Yoho Tenancy Passport — Terms & Conditions

Yoho Technologies Ltd — Digital Guarantor Service Version 1.2 · Last updated: 3 June 2026

1. About these terms

1.1 These Terms & Conditions ("**Terms**") govern your use of the **Yoho Tenancy Passport**, a Digital Guarantor service provided by **Yoho Technologies Ltd** ("**Yoho**", "**we**", "**us**"), a company registered in England and Wales (company number 16867100), with its address at Yoho 10 Devonshire Square, London EC2M 4YP.

1.2 By registering for, paying for, or using the Yoho Tenancy Passport, you ("**you**", "**the Applicant**", "**the Tenant**") agree to these Terms. If you do not agree, you must not use the service.

1.3 These Terms form the contract between **you and Yoho**. They are separate from (a) any Tenancy Agreement you enter into with your landlord or letting agent, to which Yoho is not a party, and (b) the Side Letter described in clause 7, which is entered into between Yoho and your landlord or letting agent.

2. Defined terms

The following capitalised terms have the meanings given below and are used consistently throughout these Terms and all related documents:

- **Security Funds** — the sum you place with Yoho to support the monthly payment obligations under your Tenancy Agreement, held as described in clause 6.
 - **Collateral Buffer** — an additional margin within your Security Funds to absorb timing or rounding differences in scheduled payments.
 - **Yoho Segregated Client Account** — the client money account, held with NatWest plc, in which Security Funds are held on trust and kept separate from Yoho's own funds.
 - **Release Event** — a scheduled transfer of the applicable monthly amount from your Security Funds to the contracting receiving party under your Tenancy Agreement.
 - **Dispute Flag** — a status applied to a Release Event where a payment is placed on hold pending resolution of a notified issue.
 - **Contractual Rent Date** — the recurring monthly date, derived from your Tenancy Commencement Date, on which a Release Event is executed.
 - **Third-Party Guarantor** — the role in which Yoho stands behind your monthly payment obligations to the landlord or letting agent.
 - **Escrow Administrator** — the role in which Yoho holds and administers Security Funds on trust and executes Release Events.
 - **Digital Guarantor** — the overall service delivered through the Yoho Tenancy Passport.
-

3. What the service is, and what it is not

3.1 Yoho acts as a **Third-Party Guarantor** and **Escrow Administrator** providing a **Digital Guarantor** service. In place of a traditional UK guarantor, you place Security Funds with Yoho, which Yoho holds on trust and from which it makes scheduled monthly payments to your landlord or letting agent on your behalf.

3.2 Yoho is **not**, and does not act as: a letting agency; a rent collection platform; a tenancy deposit scheme; an insurer or underwriter; or a bank. Your Security Funds are not a deposit, advance payment, or prepayment of rent, and are not treated as such under these Terms.

3.3 The service is designed to operate consistently with the Renters' Rights Act 2025 and the Tenant Fees Act 2019. Your tenancy is documented by a Tenancy Agreement between you and your landlord or letting agent; Yoho is not a party to it.

4. Eligibility

4.1 To use the Yoho Tenancy Passport you must be at least 18 years old and able to enter into a binding contract.

4.2 Yoho serves applicants intending to rent residential property in the United Kingdom, including international students. Your eligibility and any coverage cap are confirmed during onboarding and may be region-bound.

5. The Yoho Tenancy Passport process

5.1 The service operates in stages:

(a) **Registration and payment** of the one-time platform fee (clause 6). (b) **Identity verification** (clause 9). (c) **Approval in Principle** — issue of a provisional Yoho Tenancy Passport valid for a property search period of 60 days. (d) **Property and Tenancy Agreement** — you secure a property and a Tenancy Agreement is signed by you and your landlord or letting agent. (e) **Side Letter execution** — your landlord or letting agent executes the Side Letter (clause 7). (f) **Settlement of Security Funds** — once the Tenancy Agreement is signed and the Side Letter is executed, your Security Funds settle into the Yoho Segregated Client Account (clause 6), and your Yoho Tenancy Passport becomes fully active.

5.2 Security Funds are required and applied **only after** the Tenancy Agreement is signed and the Side Letter is executed. The provisional Passport issued at stage (c) does not commit you to placing Security Funds until a property is secured.

6. Fees and Security Funds

6.1 Platform fee

6.1.1 A **one-time platform fee** is payable upfront at registration. The amount applicable to you (which varies by coverage period and region) is the amount displayed on our Pricing page and confirmed at checkout. The platform fee is processed by our payment partner, Airwallex.

6.1.2 The platform fee is refundable as follows: (a) if you cancel **before** your identity verification (clause 9) has been carried out, the platform fee is refunded **in full**; (b) if you cancel **after** your identity verification has been carried out — including where the 60-day search period expires without a property being secured — the platform fee is refunded **less £49**, which represents the cost of the identity verification carried out on you. Your Security Funds, if already placed, are always refunded in full (clause 8). The £49 is taken only from the platform fee and is never taken from your Security Funds.

6.2 Security Funds

6.2.1 Your Security Funds are the amount required to support the monthly payment obligations under your Tenancy Agreement, as confirmed during onboarding. Security Funds may include a Collateral Buffer.

6.2.2 **How Security Funds are held.** Yoho holds your Security Funds **on trust, as trustee, in the Yoho Segregated Client Account at NatWest plc**, under a Client Money Trust account structure. Security Funds are kept separate from Yoho's own operating accounts, do not form part of Yoho's balance sheet, and may not be used by Yoho for any other purpose. A Yoho Passport sub-ledger records your beneficial ownership of your Security Funds.

6.2.3 **Beneficial ownership.** You retain beneficial ownership of your Security Funds until each Release Event is executed. On each Contractual Rent Date, Yoho executes a Release Event, transferring the applicable monthly amount to the contracting receiving party under your Tenancy Agreement (your landlord or letting agent, whichever is the named receiving party).

6.2.4 **Continuity.** Because your Security Funds are held on trust separately from Yoho's own assets, they are not affected by Yoho's own financial position. If Yoho ceases to operate, the trust arrangement continues to govern how your Security Funds are dealt with.

6.2.5 **FSCS.** NatWest plc is a UK bank authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Eligible deposits held with NatWest plc may be protected under the Financial Services Compensation Scheme (FSCS), up to applicable limits.

6.2.6 **Interest.** The Yoho Segregated Client Account is a client money trust account which may earn interest. By agreeing to these Terms, you acknowledge and agree that **no interest is payable to you** on your Security Funds, and that **any interest earned on the Yoho Segregated Client Account is retained by Yoho**. This arrangement is expressly authorised by these Terms, which (together with the Side Letter) constitute the terms on which Yoho holds your Security Funds as trustee. Yoho's retention of interest does not affect your beneficial ownership of the Security Funds themselves, which are returned to you in full in accordance with clause 8.

7. The Side Letter

7.1 To deliver the guarantee to your landlord or letting agent, Yoho enters into a **Side Letter** with them. The Side Letter is a bilateral agreement between Yoho and your landlord or letting agent.

7.2 **You are not a signing party to the Side Letter.** You are named as a beneficiary under it. Under the UK Contracts (Rights of Third Parties) Act 1999, section 1, you may enforce the benefit of the relevant terms (including Release Events and refund terms) as if you were a party to it.

7.3 By proceeding, you expressly authorise Yoho to enter into the Side Letter with your landlord or letting agent on your behalf, under which you are named as a beneficiary, and you agree to be bound by the terms of that Side Letter as if you were a party to it (the "**Stage 0 Consent**"). [Stage 0 Consent wording per Nilofar-drafted Appendix A; confirm verbatim alignment before publishing.]

8. Cancellation and refunds

8.1 **Platform fee.** Refunds of the platform fee follow clause 6.1.2: a full refund if you cancel before your identity verification has been carried out; a refund less £49 if you cancel after your identity verification has been carried out (including where the 60-day search period expires without a property being secured).

8.2 **Security Funds.** If you cancel after your Security Funds have settled, your Security Funds are returned to you **in full**, to the originating payment account from which they were received ("return to origin"). The £49 in clause 6.1.2 relates only to the platform fee and is never taken from your Security Funds.

8.3 **Early termination of an active tenancy.** If you end an active tenancy early, an early-termination Platform Admin Fee may apply, in the amount shown on our website; any remaining Security Funds are returned to origin.

8.4 Refunds are processed to the originating payment account, typically within the period stated at checkout.

9. Identity verification and fraud prevention

9.1 Because Yoho holds client money on your behalf as a financial intermediary, Yoho carries out identity verification ("KYC") on you before your account is funded, as part of fraud prevention and banking due diligence.

9.2 Identity verification is performed in two stages by **Sum & Substance Ltd (Sumsb)**, acting as Yoho's data processor: Stage 1 (photo ID, liveness check, sanctions and PEP screening, phone and email verification); Stage 2 (proof of address), carried out after your Tenancy Agreement is signed.

9.3 You may also be asked to provide source-of-funds documentation. How your personal data is handled is set out in our Privacy Policy.

10. Your obligations

10.1 You must provide accurate, complete information and keep it up to date. 10.2 You must fund your Security Funds in full and on time so that Release Events can be executed on each Contractual Rent Date. 10.3 You must not use the service for any unlawful purpose, including money laundering or fraud.

11. Liability

11.1 Yoho administers Security Funds and executes Release Events on an administrative and operational basis. Yoho does not adjudicate disputes between you and your landlord or letting agent.

11.2 Nothing in these Terms excludes or limits Yoho's liability where it would be unlawful to do so. Subject to that, Yoho is not liable for losses arising from inaccurate information you provide, or from matters outside Yoho's reasonable control.

11.3 Coverage under the Side Letter relates to the monthly payment obligations under your Tenancy Agreement. It does not cover dilapidations, property damage, or other obligations outside scheduled monthly payments.

12. Data protection

Yoho processes your personal data in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. Full details — including what we collect, why, how long we keep it, who we share it with, and your rights — are set out in our **Privacy Policy**.

13. Governing law

These Terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

14. Changes to these Terms

We may update these Terms from time to time. The current version is always available on our website, with the "Last updated" date shown above. Material changes will be notified to you.

15. Contact

Yoho Technologies Ltd Yoho 10 Devonshire Square, London EC2M 4YP Email: support@yohotech.co.uk Data protection enquiries: privacy@yohotech.co.uk ICO Registration: ZC080431