



Know Your Customer Policy

Last updated: 29.10.2024

This Know Your Customer Policy (KYC Policy) is aimed at the implementation of due diligence by the Company and any of its partners when selecting and verifying Customers in order to comply with legal requirements and ensure the financial security of the Company.

1. General provisions

The Company conducts the Verification to avoid the risk of being held liable and to protect itself from the Customer's attempting to use the Company for carrying out illegal activities. Verification allows the Company to identify every Customer that the Company deals with, to understand the legitimacy of the Customer's activity and to identify and react to unusual or suspicious activity.

As part of the Verification, the Company evaluates Customer's Transfer Order and/or other operations, as well as collects and stores information on the essential facts pertaining to Customers, potential Customers, and their activity.

The Company is committed to protecting Customer's privacy rights and the confidentiality of their Personal Data so please also see Privacy Policy, the current version of which is available on our website. For better understanding of how the Company processes Customer's Personal Data and secure Customer's privacy.

2. Customers' verification procedure

The Customer may use an Unverified Account with the limitations specified in the Terms and Conditions or upgrade to the Verified Account by the means of Verification by providing necessary additional information and documents as specified herein.

If documents are in a foreign language, the Company may require that the documents be translated into the language understandable for the Company. The Company may require that the translation must be notarized or certified by a sworn translator. The Customer shall bear the costs concerning the formalization, translation, certification of the documents and other related costs and they don't subject to reimbursement by the Company.



For the purposes of Customer's Verification, the Company requests the following documents/information:

- Proof of identity (passport, driver's license, national identity card);
- Proof of address (tenancy agreement, utility bills, telephone bills, bank statements, etc.);
- Phone number verification by receiving a code via SMS.
- Other documents/information at the Company's own discretion depending on the nature of Transfer Order and/or other operations/activity.

The Company reserves the right to request to have a call with a video to make sure that the documents are provided by the passport holder or to have additional photo/video verification.

Based on the risk, and to the extent reasonable and practicable, the Company will ensure that the Company has a reasonable belief that the Company knows the true identity of Customer by using Verification and documents provided by the Customer. The Company will analyze the information the Company obtains to determine whether the information is sufficient to form a reasonable belief that the Company knows the true identity of the Customer (e.g., whether the information is logical or contains inconsistencies). Despite any provisions, the Customer confirms that he is solely responsible for the accuracy of any information provided.