

GENERAL INSTRUCTION AND TERMS FOR USING THE CRYPTO- ATM

1. Before making any actions in Crypto- ATM, please read the instructions below.
2. Before using the Crypto- ATM the customer (Customer - is a person who has attained 18 years of age or has full active legal capacity) has to be identified by teller according to current legislation.
3. The customer must inform the teller of the amount of the desired transaction. Pursuant to the Money Laundering and Terrorist Prevention Act, we are obliged to ascertain and verify the identity of persons in transactions. It means that the client needs to produce an identification document. Clients also need to fill out a personal data form in the case of certain transactions. Service provider have rights to refuse to make a deal.
4. The customer must have a cryptocurrency wallet that belongs to him and only him, have secure access to it and know how to use it in order to complete the transaction
5. In order to use the Crypto-ATM, the customer must be able to generate a QR code in the crypto-wallet he owns in a size and format acceptable to the Crypto-ATM (on a phone, tablet or in printed form).
6. Through Crypto- ATM you can buy and sell 3 types of cryptocurrency: Bitcoin (**BTC**), Ethereum (**ETH**) and Litecoin (**LTC**).
7. The Crypto- ATM accepts 5, 10, 20, 50, 100, 200 and 500 euro banknotes and gives out 10 and 50 euro banknotes. Banknotes should be inserted into the Crypto- ATM depositing hole by the short side of the banknote towards the hole, one by one. If the banknote does not pass the Crypto- ATM checking, it will be returned.
8. The banknotes should be inserted into the Crypto- ATM frontside (a silver hologram is on the front right side of euro banknote, on the backside there is an image of Europe).
9. The minimum value per transaction is 20 euro, maximum - 1000 euro. If you want to make the deal for a larger amount, please ask the teller for further instructions.
10. The Crypto- ATM does not give change or return banknotes.
11. The price of a cryptocurrency unit is shown on the screen of the Crypto- ATM. This price is final and includes all the commissions.
12. Commission is 5% from crypto exchange Kraken spot rate.
13. To successfully complete a purchase transaction, you need at least 3 confirmations of the network, to complete the sale transaction - 1 confirmation of the network.
14. On average, the time to receive a network confirmation takes from 10 to 60 minutes (depending on the network load, the selected network commission, the customer

crypto wallet, the amount of transaction etc.). The delay of network confirmations does not depend on the service provider and cannot be the reason for the cancellation of the deal by the client.

15. When making a sale transaction, the customer must scan the QR-code from the check within 15 minutes and confirm the transaction in his crypto wallet without any changes. If the customer does not do this within 15 minutes - the deal will be canceled. If the customer makes any changes after scanning the QR-code, the deal may not be completed (for example, the client will change the recipient's details) or changed (for example, if the client changes the amount of cryptocurrency).
16. CoinEx Group OÜ only exchanges cryptocurrency's and is not responsible for the receiver wallet owner services.
17. CoinEx Group OÜ will not be held responsible for any losses that may arise from the use of corrupted wallets or mistyped wallet addresses.
18. By making the deal, the customer confirms that he is acquainted with Principles of Processing Client Data and agreed with his personal data processing.
19. If you have any additional questions please contact the teller.

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