

## **GENERAL TERMS AND CONDITIONS (GTC)**

Know Your Customer (KYC) verification is conducted via Sumsub, a third-party identity verification provider.

Helvetiachain utilizes Shift Markets as its technology provider for trading infrastructure.

Crypto asset custody services are provided by Fireblocks, an institutional-grade digital asset security platform.

### **Version 1.0**

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These General Terms and Conditions ("GTC") govern the business relationship between the Client and **Helvetiachain**, a crypto exchange based in Zug, Switzerland, regulated by VQF, unless otherwise agreed individually between the Client and Helvetiachain.

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### **1. Preliminary Notes**

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1.1 Helvetiachain provides services related to digital asset exchange, custody, brokerage, and staking in compliance with Swiss law and the Markets in Crypto-Assets Regulation (MiCA). 1.2 These GTC supplement and form an integral part of the contractual relationship between the Client and Helvetiachain.

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## **2. Authorization and Representation**

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2.1 The Client shall designate authorized representatives using the form provided by Helvetiachain. 2.2 Any instructions provided by authorized representatives are legally binding. 2.3 The Client shall ensure its representatives comply with these GTC and all applicable laws.

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## **3. Communication Channels**

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3.1 Helvetiachain may communicate with the Client via various channels, including email, web applications, and other electronic means. 3.2 The Client acknowledges that electronic communication carries inherent security risks. Know Your Customer (KYC) verification is conducted via Sumsb, a third-party identity verification provider.

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#### **4. Client Information Obligations**

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4.1 The Client must provide accurate and up-to-date information as required for regulatory compliance. 4.2 Failure to update relevant details may lead to service suspension.

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#### **5. Custody of Crypto Assets**

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5.1 Helvetiachain offers both separated and collective custody for client assets.

5.2 Assets held in separated custody remain client-specific, while assets in collective custody may be pooled. 5.3 The Client acknowledges that collective custody involves certain risks and Helvetiachain is not liable for losses arising from external market factors.

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## **6. Default Guarantee and Exemptions**

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6.1 Helvetiachain maintains financial safeguards for assets in collective custody.

6.2 Certain assets may be exempt from guarantees based on legal and regulatory frameworks.

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## **7. Brokerage and Staking Services**

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7.1 Helvetiachain provides brokerage services for crypto trading and execution of client orders. 7.2 Staking services involve locking crypto assets in proof-of-stake networks, and the Client acknowledges potential risks, including slashing and lockup periods.

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## **8. Fees and Expenses**

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8.1 Helvetiachain charges service fees as outlined in the applicable fee schedule. 8.2 The Client authorizes Helvetiachain to deduct fees from their account as necessary.

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## **9. Liability and Indemnification**

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9.1 Helvetiachain is not liable for indirect, incidental, or consequential damages unless due to gross negligence or fraud. 9.2 The Client indemnifies Helvetiachain against any claims arising from the use of services.

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## **10. Compliance with Laws**

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10.1 The Client is responsible for ensuring compliance with applicable laws, including tax obligations and anti-money laundering (AML) regulations. 10.2 Helvetiachain reserves the right to request additional documentation for compliance purposes.

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## **11. Rights of Lien and Set-Off**

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11.1 Helvetiachain has a lien over client assets for any outstanding obligations.

11.2 The Service Provider may set off any amounts due against client funds as per applicable laws.

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## **12. Termination of Services**

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12.1 Either party may terminate this agreement with [notice period] days' written notice. 12.2 Helvetiachain reserves the right to suspend or terminate services immediately in cases of regulatory violations or suspicious activities.

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### **13. Dispute Resolution**

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13.1 Any disputes shall first be resolved through good-faith negotiations. 13.2 If unresolved, disputes shall be settled through arbitration in Zug, Switzerland.

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### **14. Governing Law**

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14.1 These GTC are governed by Swiss law, with Zug as the place of jurisdiction.

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### **15. Amendments**

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15.1 Helvetiachain reserves the right to modify these GTC and shall notify Clients of any changes. 15.2 Continued use of services after amendments implies

acceptance of new terms.

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**IN WITNESS WHEREOF**, the parties hereto have executed these General Terms and Conditions as of the Effective Date.

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**Helvetiachain**

[Title]

[Signature]

[Date]

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**Client**

[Name]

[Title]

[Signature]

[Date]

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