

zerohash europe

Third Party Transaction Disclosures

Certain users may be able to use their zerohash europe B.V. accounts and the services offered by zerohash europe B.V. and its affiliates (zerohash europe B.V. and its affiliates together as “**zerohash**”) through the third party application, website, or platform through which you are accessing the zerohash services (the “**Platform**”) to engage in one or both of the following services:

- **Funding Services:** To fund an investment account or investment held away from zerohash, donate funds to a charity, non-profit, artist / content creator, or other third-party in support of a project or fund raising goal, or to transfer funds to a third party (including the Platform, if applicable) for another legitimate purpose (each such funded account or project, a “**Third-Party Account**”), by depositing “**Stablecoins**” (i.e., crypto-assets, such as “electronic money tokens” and “asset referenced tokens,” whose value is pegged to the value of a fiat currency, such as Euro or U.S. Dollars) or other crypto-assets supported by zerohash (“**Crypto-assets**”) to the blockchain wallet address (“**Address**”) provided to you by zerohash for the purpose of zerohash converting such assets into fiat currency to send to the applicable Third-Party Account as instructed by you.
- **Withdrawal Services:** To withdraw fiat funds from your Third-Party Account to zerohash for the purpose of converting the fiat funds into Stablecoins or other Crypto-assets to fund your zerohash account, or to withdraw the Stablecoins or Crypto-assets to an external Address not controlled by zerohash, as instructed by you.
- **Pay Services:** To make payments to third-parties for certain goods or services (or for any other legitimate purpose) by sending payment in the form of Stablecoins or other Crypto-asset to zerohash for the purpose of zerohash accepting the payment on behalf of the applicable third-party (and either sending the Stablecoins or other Crypto-asset to the third-party or converting the assets to fiat currency), as instructed by you.

Payout Services: To make payments to third-parties for certain goods or services (or for any other legitimate purpose) by converting your fiat currency to Stablecoins or other Crypto-assets for the purpose of zerohash sending the Stablecoins or other Crypto-assets to the third-party’s external Address, as instructed by you. The Funding Services, Withdrawal Services, Pay Services, and Payout Services together are referred to herein as the “**Third-Party Transaction Services**.”

Customers utilizing any Third-Party Transaction Services offered by zerohash should be aware of certain risks associated with the use of Stablecoins and other Crypto-assets in the funding of any Third-Party Account held away from zerohash or withdrawing funds to your zerohash account or an external Address. Any zerohash customer or user who has been presented with these Third-Party Transaction Disclosures understands and agrees that the Third-Party Transaction Services present additional risks, which includes, but is not limited to, the following:

- **Settlement timing risks and reliance on third-parties.** Transacting with a Third-Party Account away from zerohash generally requires the conversion of the Stablecoins or Crypto-assets in your zerohash account to fiat currency (or vice versa) prior to sending fiat currency to (or receiving fiat

currency from) your Third Party Account. Stablecoin or Crypto-asset assets may be delivered to third-parties, including the Platform, an exchange, liquidity provider (“LP”), the issuer of a Stablecoin (e.g., Circle Internet Financial Europe SAS as the issuer of USDC), or other applicable third party for conversion to fiat currency, including Euro or U.S. Dollars, prior to zerohash processing any instruction to fund a Third-Party Account away from zerohash, accept funds held at a Third-Party Account held away from zerohash, or otherwise direct fiat currency, Stablecoins, or Crypto-assets to an approved Address held away from zerohash. Stablecoin issuers, LPs, and other third-parties, including banking and financial institutions, may take an extended amount of time to settle Stablecoins or Crypto-assets to fiat currency and deliver the resulting fiat funds to zerohash on your behalf. Such timelines and delays may impact zerohash’s ability to deliver assets to any designated recipient as instructed, including to any registered fund or account away from zerohash. Stablecoin issuers, LPs, and other third-parties may also impose transaction fees, which may be passed to zerohash customers, and transaction limits that may impact the timing of a transaction or zerohash’s ability to fulfill customer orders. Additionally, Stablecoin issuers, LPs, and other third-parties may be subject to legal and regulatory changes that may impact their ability to continue supporting any issued Stablecoin or Crypto-asset or that may impact their ability to issue, redeem, trade, swap, or liquidate certain Stablecoins or Cryptocurrencies. The assets, algorithms, proofs or reserves backing Stablecoins or Crypto-assets are solely determined by the Stablecoin or Crypto-asset issuers or developers, and not by zerohash.

- **Risk of a Stablecoin de-peg event.** Fiat-backed Stablecoins may “de-peg” substantially from their intended pricing of 1:1 to the underlying fiat currency, such as Euro or U.S. Dollars or any other applicable fiat currency, at any time, including after a customer order has been received by zerohash and final settlement of a Stablecoin to fiat currency or fiat currency to Stablecoin transaction. A “de-peg” may result from, among other things, market instability, an exploitation of the Stablecoin’s network or networks, technical issues with the token issuer, including a breach of the issuer’s information systems, issuer insolvency, failures of third parties or financial institutions involved in the issuance, stability, and operation of the Stablecoin and/or its network, or any other force majeure event. The Third-Party Transaction Services are only available for Stablecoins if and when such tokens are properly pegged to their underlying fiat currency. Should a Stablecoin de-peg event occur, zerohash may return your Stablecoin assets to an Address of your choice (or to such other address that zerohash reasonably determines in compliance with applicable law).
- **No Guarantee by zerohash.** zerohash is not the issuer of any Stablecoin or Crypto-asset asset, does not hold proprietary reserves of Stablecoins or Crypto-assets, and has no obligation to repurchase Stablecoins or Crypto-assets for Euro or U.S. Dollars or any other fiat currency or to ensure sufficient backing or liquidity of any Stablecoin or Crypto-asset. zerohash does not guarantee the timing of the delivery of funds (whether Stablecoins, Crypto-assets, fiat currency, or any other applicable currency or digital asset) to any designated recipient. zerohash further does not guarantee pricing of Stablecoins or Crypto-assets during transaction settlement periods. zerohash must follow your instructions when executing a transaction and cannot guarantee access to any Stablecoins, Crypto-assets, or fiat funds that are transferred away from zerohash for any reason, including for Misdirected Assets (defined below). Upon receipt and execution of your instructions, zerohash may not be able to recover any part of the assets subject to the transaction, but may be able to assist with recovery for a fee (see *Risk of Losing Assets* below). zerohash may pass third-party imposed fees, including issuer fees, on to customers. zerohash and its affiliates shall not be liable in any way for any delays caused by issuers, LPs, or other third-parties, including any real or hypothetical losses that may result from a delay in processing any transactions to a designated recipient away from zerohash or from a de-peg that may occur during Stablecoin transaction settlement. zerohash may, in its sole discretion, refuse any transaction or return any Stablecoins, Crypto-assets, or fiat funds, in whole or in part, to any customer, including to accounts held away from zerohash, if zerohash reasonably determines that settlement of a requested transaction presents undue risk to zerohash, its affiliates, or any zerohash customers.

- **Risk of Losing Assets.** Any Stablecoins or Crypto-assets sent to an Address not provided by zerohash or otherwise indicated in the transaction details may result in the loss of your assets or funds. In addition, if you send to zerohash, whether intentionally or unintentionally, an unsupported Stablecoin or Crypto-asset or a supported Stablecoin or Crypto-asset to the wrong Address or otherwise on the wrong network or blockchain (each a “**Misdirected Asset**”), then you must submit an asset recovery request to the Platform (each an “**Asset Recovery Request**”) who will then communicate the Asset Recovery Request to zerohash. zerohash will use commercially reasonable efforts to locate and recover a Misdirected Asset, but makes no guarantee as to the recoverability of any Misdirected Asset. If zerohash locates and determines, in its sole discretion, that a Misdirected Asset is recoverable, then zerohash will communicate to you and/or the Platform the steps required to recover the Misdirected Asset. Either the Platform's or your failure to cooperate with zerohash in the recovery process provided by zerohash may result in a delayed recovery of the Misdirected Asset or no recovery at all, and zerohash will in no event be liable to you or the Platform for any loss, damage or claim arising out of or in connection with the unrecovered Misdirected Asset. **YOU ACKNOWLEDGE AND AGREE THAT: (I) ZEROHASH MAY CHARGE YOU A FEE FOR EACH ASSET RECOVERY REQUEST FOR RECOVERING A MISDIRECTED ASSET; AND (II) YOU HAVE REVIEWED AND ACCEPTED THE ASSET RECOVERY REQUEST FEES LISTED [HERE](#) (IF ANY), WHICH IS INCORPORATED HEREIN BY REFERENCE.**
- **Exchange Rate Risk.** When you are prompted in the Platform to deposit your Stablecoin or Crypto-asset in the Address provided by zerohash, you will also be quoted an exchange rate that zerohash will use to convert your Stablecoin or Crypto-asset into the selected fiat currency (the “**Exchange Rate**”). zerohash uses two methods for quoting the Exchange Rate, only one of which will be displayed to you in the Platform: (1) “**Fixed Rate**”, which is an Exchange Rate that does not change until the quote expires at the time indicated in the transaction details; and (ii) “**Floating Rate**”, which is an Exchange Rate displayed at the current prevailing market price (as determined by zerohash in its sole discretion) which may change by the time you deposit the Stablecoin or Crypto-asset with zerohash if the market price for the particular Stablecoin or Crypto-asset shifts between the time the quote is displayed to you and the time you complete the deposit or withdrawal.

Customers utilizing any Third-Party Transaction Services offered by zerohash should also be aware of certain rights zerohash has when performing the Third-Party Transaction Services, including the following:

- **Right to Immediately Convert.** zerohash reserves the right to immediately convert the Stablecoins or Crypto-assets deposited by you into your zerohash account to fiat currency when using the Funding Services or Pay Services, or convert the fiat currency deposited by you into your zerohash account to Stablecoins or Crypto-assets when using the Withdrawal Services or Payout Services. zerohash is not required to wait for further instruction from you or the Platform upon receipt of your Stablecoins, Crypto-assets, or fiat currency to make such conversion.
- **Right to Set Limits.** zerohash reserves the right to set minimum and/or maximum deposit, conversion, and/or withdrawal limits during the Third-Party Transaction Services. Any limits will be communicated to you via the Platform.
- **Right to Return or Convert if Above or Below Limits.** If zerohash receives a deposit of Stablecoins or Crypto-assets from you into your zerohash account when using the Funding Services or Pay Services, and such deposit is:

(i) above the maximum limit set by zerohash or the Platform, zerohash reserves the right, at its sole discretion and without further instruction from you or the Platform, to either (a) return the

excess Stablecoins or Crypto-assets to the Address that sent the Stablecoins or Crypto-assets to zerohash, (b) immediately convert the excess Stablecoins or Crypto-assets to fiat currency and transfer such fiat currency to your Third-Party Account or the applicable third-party (or to credit the Stablecoins or Crypto-assets to any applicable third-party's zerohash account), (c) immediately convert all of the Stablecoins or Crypto-assets received to fiat currency and transfer such fiat currency to an error account held by zerohash, in which case the funds will not be sent to your Third-Party Account or the applicable third-party and you will be required to contact the Platform or zerohash directly to retrieve the fiat currency, or (d) immediately transfer all of the Stablecoins or Crypto-assets received to an error account held by zerohash, in which case the Stablecoins or Crypto-assets will not be converted to fiat currency or sent to your Third-Party Account or the applicable third-party and you will be required to contact the Platform or zerohash directly to retrieve the Stablecoins or Crypto-assets; and

(ii) below the minimum limit set by zerohash or the Platform, zerohash reserves the right, at its sole discretion and without further instruction from you or the Platform, to either (a) return the Stablecoins or Crypto-assets to the Address that sent the Stablecoins or Crypto-assets to zerohash, (b) immediately convert the Stablecoins or Crypto-assets received to fiat currency and transfer such fiat currency to your Third-Party Account, (c) immediately convert the Stablecoin or Crypto-asset received to fiat currency and transfer such fiat currency to an error account held by zerohash, in which case the funds will not be sent to your Third-Party Account or the applicable third-party and you will be required to contact the Platform or zerohash directly to retrieve the fiat currency, or (d) immediately transfer the Stablecoins or Crypto-assets received to an error account held by zerohash, in which case the Stablecoins or Crypto-assets will not be converted to fiat currency or sent to your Third-Party Account or the applicable third-party and you will be required to contact the Platform or zerohash directly to retrieve the Stablecoins or Crypto-assets.

Conversely, if zerohash receives a deposit of fiat currency from you into your zerohash account when using the Withdrawal Services or Payout Services, and such deposit is: (i) above the maximum limit set by zerohash or the Platform, zerohash reserves the right, at its sole discretion and without further instruction from you or the Platform, to either (a) return the excess fiat currency to your Third-Party Account (or other applicable account), (b) immediately convert the excess fiat currency to Stablecoins or Crypto-assets and withdraw such Stablecoins or Crypto-assets to your external Address (or applicable third-party's Address), (c) immediately convert all of the fiat currency received to Stablecoins or Crypto-assets and transfer such Stablecoins or Crypto-assets to an error account held by zerohash, in which case the Stablecoins or Crypto-assets will not be sent to your external Address (or the applicable third-party's Address) and you will be required to contact the Platform or zerohash directly to retrieve the Stablecoins or Crypto-assets, or (d) immediately transfer all of the fiat currency received to an error account held by zerohash, in which case the fiat currency will not be converted to Stablecoins or Crypto-assets or sent to your external Address (or the applicable third-party's Address) and you will be required to contact the Platform or zerohash directly to retrieve the fiat currency; and (ii) below the minimum limit set by zerohash or the Platform, zerohash reserves the right, at its sole discretion and without further instruction from you or the Platform, to either (a) return the fiat currency to your Third-Party Account (or applicable third-party account), (b) immediately convert the fiat currency to Stablecoins or Crypto-assets and transfer such Stablecoins or Crypto-assets to your external Address (or the applicable third-party's Address), (c) immediately convert the fiat currency received to Stablecoins or Crypto-assets and transfer such Stablecoins or Crypto-assets to an error account held by zerohash, in which case the Stablecoins or Crypto-assets will not be sent to your external Address (or the applicable third-party's Address) and you will be required to contact the Platform or zerohash directly to retrieve the Stablecoins or Crypto-assets, or (d) immediately transfer the fiat currency received to an error account held by zerohash, in which case the fiat currency will not be converted to Stablecoins or

Crypto-asset sent to your external Address (or the applicable third-party's Address) and you will be required to contact the Platform or zerohash directly to retrieve the fiat currency.

For the Pay Services, if any payment received is below the required payment amount, then zerohash may, in its discretion, use funds from an error account to make up the difference in the amount received and the amount required to settle the transaction. Regardless of whether an error account is involved, you will remain liable to the applicable third-party for any difference in the amount received and the required payment amount.

- **Right to Refund or Reverse Transactions.** If instructed by the Platform or otherwise required by zerohash pursuant to its internal compliance policies or applicable law, zerohash may reverse a previously settled deposit or withdrawal transaction and send the Stablecoins or other Crypto-asset back to the Address that zerohash initially received the assets from (or to such other Address as zerohash determines in its discretion or as otherwise required by applicable law). In any event, zerohash is not responsible for, and shall not be liable to you in any way for, processing transaction refunds or otherwise reversing a transaction, and you must contact the Platform and/or the applicable third-party for any concerns or questions relating to reversed transactions and refunds. The value of any Stablecoin or Crypto-asset that is returned or refunded may have significantly changed in value since the time it was originally deposited with zerohash by you and therefore may be worth less than what you originally sent. All refunds will be calculated in fiat currency-denominated value (for example, if you buy a product for \$100 USD and pay with Bitcoin, but a couple days later are eligible for a refund, you will receive \$100 USD worth of Bitcoin on the day of the refund, which may be more or less Bitcoin than you originally used to pay for the product on the day of payment).