

## FAIS DISCLOSURE DOCUMENT

### INTRODUCTION

In terms of the General Code of Conduct of the FAIS Act, AltCoin Trader (Pty) Ltd #2015/418624/07 is required to disclose the information in this document to you as an authorised Financial Services Provider. You are therefore requested to read through the document, if you do not understand the contents hereof, please contact us to request further information. You are entitled to a copy of this document for your own records and to request a copy of our FSP license certificate.

### THE FINANCIAL SERVICE PROVIDER

AltCoin Trader (Pty) Ltd (Registration# 2015/418624/07) is an authorised Financial Services Provider in terms of Section 8 of the FAIS Act with licence# 53614. The Financial Sector Conduct Authority has duly authorised AltCoin Trader (Pty) Ltd to render financial services as defined in terms of the FAIS Act in respect of the following financial products:

- CATEGORY I - Intermediary Services & Advice (Non-automated)
- CATEGORY II - Intermediary Services

### CONTACT DETAILS

Telephone	Support E-Mail	Fraud E-Mail	Help Centre
Office 011 568 2684 (Weekdays 09h00 – 16h30)	<a href="mailto:support@altcointrader.co.za">support@altcointrader.co.za</a> (for any support related queries)	<a href="mailto:fraud@altcointrader.co.za">fraud@altcointrader.co.za</a> (to report fraudulent activity)	<a href="#">Visit our Help Centre</a> (How To, FAQ and more)

### KEY INDIVIDUALS AND REPRESENTATIVES

AltCoinTrader's appointed Key Individual and Representatives are listed on the website of the FSCA ([www.fsc.co.za](http://www.fsc.co.za)). AltCoinTrader has the necessary controls and procedures in place to ensure that its Key Individuals and Representatives comply with the prescribed Fit and Proper Requirements as contained in the FAIS Act (including experience, qualifications, regulatory examinations and the honesty and integrity requirements). AltCoin Trader (Pty) Ltd accepts responsibility for the activities of the Representative insofar as it is performed within the scope of the contractual agreement between AltCoin Trader (Pty) Ltd and the Representative.

### FINANCIAL INTELLIGENCE CENTRE ACT (FIC Act)

AltCoin Trader is a registered Accountable Institution in compliance with the requirements of the FIC Act. AltCoinTrader is obliged to report any and all suspicious and unusual transaction to the Centre for the purpose of combating money laundering and terrorist financing. Furthermore, AltCoinTrader is required to conduct due-diligence on all prospective customers and identify them, verify the information provided and retain the records thereof.

#### COMPLIANCE OFFICER

<b>Name</b>	Outsourced Compliance Services (Pty) Ltd (Registration number 2017/394441/07 and Practice number 7154)
<b>Physical address</b>	Gauteng address: Unit A30, Innovation Worx, c/o 16th and Scale End Road, Halfway House, Midrand, Johannesburg, Gauteng, South Africa, 1685
<b>Contact person</b>	Mr L de Jongh
<b>E-mail</b>	<a href="mailto:info@outsourcedcompliance.co.za">info@outsourcedcompliance.co.za</a>

#### CONFLICT OF INTEREST MANAGEMENT POLICY

AltCoin Trader (Pty) Ltd has adopted and implemented a conflict-of-interest management policy that complies with the provisions of the FAIS Act. The conflict-of-interest management policy is made available on request. In compliance with the principles of Treating Customers Fairly and the General Code of Conduct for Authorised Financial Services Providers, all employees must act in the best interests of our customers in rendering intermediary services at all times.

#### COMPLAINTS

Should you wish to pursue a complaint, you should address the complaint in writing by escalating a support ticket through our complaints process available in our help Centre.

If you cannot settle your complaint with us, you are entitled to refer it to the office of the FAIS Ombud:

<b>Telephone number</b>	<u>012 762 5000</u>
<b>E-mail</b>	<u><a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a></u>

The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice/service that you feel may have been given to you by a financial services provider. Please note that your complaint must be lodged with the Ombud within a 6-month period.

#### PROTECTION OF PERSONAL INFORMATION

In accordance with the Protection of Personal Information Act, 2013 ("POPIA"), AltCoinTrader is committed to ensuring the confidentiality of our customers' personal information. AltCoinTrader has implemented its Privacy Policy which is available on our website.

#### DISCLAIMER

You should note that there are risks involved in buying or selling any financial product, and past performance of a financial product is not necessarily indicative of future performance. The value of financial products can increase as well as decrease over time, depending on the value of the underlying securities and market conditions. AltCoinTrader may provide the prices, volatility, relevant news or other information about crypto assets to you in the course of providing any of our Services including when responding to queries via our customer support desk. However, AltCoinTrader does not provide investment advice in any shape or form and any Services or communication provided by AltCoinTrader should not be construed as investment advice but merely as an act of sharing information.