

Services Description

NOVARA, S.A. DE C.V.

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Introduction

This services description establishes the conditions to be fulfilled for provision of the services which the Company provides as well as description of service provision flow.

This document is the subject of a review by the Senior Management as needed (e. g. before start of provision a new service or change in services already being provided). The proposal for a review and the review of this document may be scheduled by the decision of the Compliance Officer or the Auditor.

The terms used in this document shall be interpreted in accordance with definitions provided for in the AML Manual, which annex this document is.

Virtual Currency Wallet Service

Service Description

The Customer has to register and successfully open an account on the Company's platform - through this account the Customer may hold their virtual currencies on the virtual currency wallets belonging to the Company (hereinafter - Company's Wallet). The balance of virtual currencies of the Customer held on the Company's Wallet(s) is reflected on the Customer's account (hereinafter – Customer Account).

The Customer can perform the following transactions through the Customer Account:

- to deposit virtual currency to the Customer's balance on the Company's Wallet; virtual currency may be deposited by the Company (e. g. as result of exchange service provision), by the Customer itself or by third party;
- to withdraw virtual currency from the Customer's balance on the Company's Wallet to another virtual currency wallet by making the relevant request through the Company's platform.

In addition to aforementioned transactions, the Customer has an opportunity to receive the data about the transactions performed with the virtual currencies belonging to the Customer.

Service Fee and Allowed Virtual Currencies

There is no service fee for the use of this service. This service is offered for the following virtual currencies: BTC, ETH, BCH, ETC, LTC, USDC, USDT, XRP.

Occasional Transactions

The Company does not provide this service to the Customers in the course of Occasional Transactions.

Service Flows

Deposit

To receive this service, the virtual currency shall be sent to the Company's Wallet by using the relevant blockchain. After transaction is performed in the blockchain and the relevant amount of virtual currency is deposited to the Company's Wallet, the Customer's balance on the Company's Wallet is reflected on the Customer Account.

Withdrawal

To receive this service, the Customer shall make transaction request through the Company's platform, by specifying:

- virtual currency wallet where virtual currency shall be sent from the Company's Wallet;
- type and amount of virtual currency which shall be sent to aforementioned wallet.

In case, when after deposit performed the Company has to apply any of ODD/EDD measures – the relevant amount of virtual currency is still reflected in the Company's platform, however virtual currency withdrawal may be limited until the relevant measures has been applied.

Virtual Currency Exchange Service

Service Description

The customer has an opportunity to perform the following exchanges with the Company:

- exchange fiat currency to virtual currency with placing the latest to the Customer's balance on the Company's Wallet;
- exchange virtual currency to fiat currency with placing the latest to the account specified by the customer;
- exchange virtual currency to another virtual currency with placing the latest to the Customer's balance on the Company's Wallet.

The customer may use only the Company's Wallet for performing transactions in the course of this service.

The customer may send fiat currency as prepayment for the exchange services to the Company. The prepayment amount will be reflected on the customer's account fiat balance.

Service Fee and Allowed Virtual Currencies

The service fee depends on volume and type of transaction. This service is offered for the following virtual currencies: BTC, ETH, BCH, ETC, LTC, USDC, USDT, XRP and the following fiat currencies: USD, EUR.

Occasional transactions

The Company does not provide this service to the Customers in the course of Occasional Transactions.

Service flows

Fiat to VC Exchange

This service shall be provided in the course of the following steps:

1. The customer shall send request for receiving this service through the Company's platform. Such request shall contain at least:
 - 1.1. type of fiat currency the customer wants to exchange;
 - 1.2. amount, which the customer wants to exchange in fiat currency;
 - 1.3. virtual currency, which the customer wants to receive;
 - 1.4. virtual currency wallet, where the customer wants to receive the virtual currency as result of exchange.
2. After sending request, the Company will provide payment details to send the fiat currency to the Company's account.
 - 2.1. In case the customer wants to use in the transaction the available fiat currency on their account fiat balance, the fiat balance is automatically subtracted from the customer's fiat balance on the balance.
3. After the payment for virtual currency is successfully received by the Company, transaction's screening shall be performed in accordance with requirements established and if the Company has to apply any of ODD/EDD measures – the KYC Agent shall be notified about this, and transactions shall be performed manually after relevant ODD/EDD measures are applied.
4. If there's no need to apply any of ODD/EDD – the relevant amount of virtual currency shall be sent to the Customer's balance on the Company's Wallet automatically.
 - 4.1. In case when the Company doesn't have enough relevant virtual currency on the balance – the Company's internal system shall place the order for buying virtual currency from liquidity provider in the amount necessary to fulfil the customer's request and shall perform transaction after the relevant amount of virtual currency is received to the Company's balance.
5. In case the customer wants to use in the transaction the available fiat currency on their account fiat balance but does not have the relevant amount of fiat currency on their account fiat balance when requesting this service, the customer will not be able to request this service.
6. In case of situation, which is not described in this flow, the KYC Agent shall behave accordingly, taking into account the Senior Management instructions and the Company's internal policies.

VC to Fiat Exchange

This service shall be provided in the course of the following steps:

1. The customer shall send request for receiving this service through the Company's platform. Such request shall contain at least:
 - 1.1. type of virtual currency the customer wants to exchange;
 - 1.2. amount, which the customer wants to exchange in virtual currency;
 - 1.3. type of fiat currency the customer wants to receive;
 - 1.4. method of receiving fiat currency:
 - 1.4.1. on the customer's account fiat balance; on
 - 1.4.2. to the customer's payment account with its payment details.

2. After sending request, the Company will provide payment details to send the virtual currency to the Company's virtual currency wallet.
 - 2.1. In case the customer wants to use in the transaction the available virtual currency on their account balance or Company's Wallet, the virtual currency is automatically subtracted/withdrawn.
3. After the virtual currency is successfully received by the Company, transaction's screening shall be performed in accordance with requirements established and if the Company has to apply any of ODD/EDD measures – the KYC Agent shall be notified about this, and transactions shall be performed manually after relevant ODD/EDD measures are applied.
4. If there's no need to apply any of ODD/EDD measures – the relevant amount of fiat currency shall be sent to the customer's account or placed on the customer's fiat balance automatically.
 - 4.1. In case when the Company doesn't have enough relevant fiat currency on the balance – the Company's internal system shall place the order for selling the customer's virtual currency to liquidity provider in the amount necessary to fulfil the customer's request and shall perform transaction after the relevant amount of money is received to the Company's balance.
7. In case the customer wants to use in the transaction the available virtual currency on their Company's Account but does not have the relevant amount of the relevant virtual currency in the account balance or Company's Wallet when requesting this service, the customer will not be able to request this service.
8. In case of situation, which is not described in this flow, the KYC Agent shall behave accordingly, taking into account the Senior Management instructions and the Company's internal policies.

VC to VC Exchange

This service shall be provided in the course of the following steps:

1. The customer shall send request for receiving this service through the Company's platform. Such request shall contain at least:
 - 1.1. type of virtual currency the customer wants to exchange;
 - 1.2. amount, which the customer wants to exchange in virtual currency;
 - 1.3. type of virtual currency the customer wants to receive.
2. After sending request, the Company will provide payment details to send the virtual currency to the Company's virtual currency wallet.
 - 2.1. In case the customer wants to use in the transaction the available virtual currency on their account balance or Company's Wallet, the virtual currency is automatically subtracted/withdrawn.
3. After the virtual currency is successfully received by the Company, transaction's screening shall be performed in accordance with requirements established and if the Company has to apply any of ODD/EDD measures – the KYC Agent shall be notified about this, and transactions shall be performed manually after relevant ODD/EDD measures are applied.
4. If there's no need to apply any of ODD/EDD measures – the relevant amount of virtual currency shall be sent to the Customer's balance on the Company's Wallet automatically.
 - 4.1. In case when the Company doesn't have enough relevant virtual currency on the balance – the Company's internal system shall place the order for buying virtual currency from liquidity provider in the amount necessary to fulfil the customer's request and shall perform transaction after the relevant amount of virtual currency is received to the Company's balance.
5. In case the customer wants to use in the transaction the available virtual currency on their Company's Account but does not have the relevant amount of the relevant virtual currency in the

account balance or Company's Wallet when requesting this service, the customer will not be able to request this service.

6. In case of situation, which is not described in this flow, the KYC Agent shall behave accordingly, taking into account the Senior Management instructions and the Company's internal policies.