

ETORO USA LLC

CUSTOMER AGREEMENT

FOR HOSTED CRYPTOCURRENCY WALLET SERVICE

LAST UPDATED: January 2, 2026

Please carefully read this Agreement and any other terms of use (the “**Agreement**”), which are published on our website at <https://www.etoro.com/en-us/customer-service/disclosures/> as they form a contract between you and eToro USA LLC or eToro NY LLC, as applicable based on Customer’s residence (“**eToro**”, “**we**”, “**our**” or “**us**”) and govern your access to and use of our Services (as this term is defined below). This Agreement refers to the individual using the Services (including any component of the Services) as “**you**” or “**your**.”

By accepting this Agreement electronically (for example, by clicking “**I Agree**” or a similarly worded button), accessing or using the Services, registering for an account with us, executing this Agreement, or accepting an order that references this Agreement, you are accepting and agreeing to this Agreement and the policies and guidelines referenced in this Agreement. If there is anything in the Terms which you do not understand or with which you do not agree, then you may not use the Services. You agree to our [E-Sign Consent and Disclosure](https://www.etoro.com/en-us/customer-service/disclosures/) available in eToro’s Disclosure Library here: <https://www.etoro.com/en-us/customer-service/disclosures/>.

We may supply updated or additional terms in relation to our Services, and those different or additional terms become part of your agreement with us if you use those services. You should regularly check our [Disclosure Library](https://www.etoro.com/en-us/customer-service/disclosures/) to see the latest version of this Agreement and other terms. If there is a conflict between this Agreement and any additional terms, this agreement will control for any conflict involving the Services described below, but the additional terms will govern and control with respect to the services as to which the additional terms pertain.

We will notify you of amendments to this Agreement by posting the revised terms on our website (<https://www.etoro.com/en-us/>) and/or mobile application(s), and in some cases, we may provide you with additional notice (such as adding a statement to our homepage/application or sending you a notification). Unless we say otherwise in our notice, the updated Agreement will be effective immediately, and your continued use of any of the Services following their publication on our site will confirm your acceptance of the changes. If you do not agree to the amended Agreement, you must stop using our Services.

**IMPORTANT NOTE - WE MAY RESTRICT THE SERVICES AND/OR ANY OF ITS ASPECTS TO ANY JURISDICTION AS WE SEE FIT OR NECESSARY AT OUR SOLE DISCRETION, AND WE MAY ADVISE YOU OF THESE RESTRICTIONS ON OUR WEBSITE AND/OR MOBILE APPLICATION AS THEY OCCUR. YOU AGREE THAT YOUR SERVICES MAY BE SUSPENDED OR TERMINATED AS A RESULT OF ANY SUCH RESTRICTIONS. YOU MAY NOT USE THE SERVICES IF YOU ARE LOCATED IN, OR A CITIZEN OR RESIDENT OF ANY STATE, COUNTRY, TERRITORY OR OTHER JURISDICTION, THAT FORBIDS YOUR ENGAGEMENT WITH US OR YOUR USE OF THE SERVICES OR WHERE YOUR USE OF THE SERVICES WOULD BE ILLEGAL OR OTHERWISE VIOLATE ANY APPLICABLE LAW OR REGULATION. MOREOVER, IF YOU ARE TRAVELLING TO ANY COUNTRY IN WHICH OUR SERVICES MAY NOT BE AVAILABLE OR ARE BLOCKED, YOU MAY HAVE LIMITED OR NO ACCESS TO OUR SERVICES. WE DO NOT REPRESENT, WARRANT, CLAIM OR GUARANTEE THAT OUR SERVICES WILL BE UNINTERRUPTED AND ERROR-FREE AT ALL TIMES.**

**BY USING THE SERVICES, YOU ARE VOLUNTARILY CHOOSING TO ENGAGE IN SOPHISTICATED FINANCIAL TRANSACTIONS WHICH ARE ASSOCIATED WITH A SIGNIFICANT RISK OF FINANCIAL LOSS AND ARE THEREFORE NOT APPROPRIATE FOR EVERYONE. SUCH RISKS ARE DETAILED IN THIS AGREEMENT AND THEY INCLUDE, BUT ARE NOT LIMITED TO, RISKS OF FINANCIAL LOSS, HUMAN ERROR, INTERNET AND COMPUTERS TRANSMISSION RISKS, BLOCKCHAIN RISKS, AND SECURITY RISKS. YOU SHOULD THEREFORE**

CAREFULLY CONSIDER WHETHER THE SERVICES ARE APPROPRIATE FOR YOU IN LIGHT OF YOUR FINANCIAL CONDITION AND KNOWLEDGE. YOU SHOULD ENSURE YOU FULLY UNDERSTAND SUCH RISKS BEFORE ENTERING INTO THIS AGREEMENT WITH US. YOU ACKNOWLEDGE THAT YOU ARE AWARE THAT PRICES OF CRYPTOCURRENCIES CAN AND DO FLUCTUATE SIGNIFICANTLY ON AND DURING ANY GIVEN DAY. DUE TO SUCH PRICE FLUCTUATIONS, YOU MAY INCREASE OR LOSE VALUE IN YOUR ASSETS AT ANY GIVEN MOMENT AND TRANSACTIONS MAY RESULT IN THE LOSS OF ALL THE CAPITAL INVESTED. LEARN MORE ABOUT THE RISKS OF CRYPTOCURRENCY INVESTING [HERE](#).

CRYPTOCURRENCY TRADING ALSO HAS SPECIAL RISKS NOT GENERALLY SHARED WITH MANY OTHER TYPES OF INVESTMENTS OR FINANCIAL PRODUCTS. UNLIKE MOST CURRENCIES, WHICH ARE BACKED BY GOVERNMENTS OR OTHER LEGAL ENTITIES, OR BY COMMODITIES SUCH AS GOLD OR SILVER, CRYPTOCURRENCIES ARE UNIQUE ASSETS, BACKED BY TECHNOLOGY AND TRUST. THERE IS NO CENTRAL BANK OR SIMILAR ENTITY THAT CAN TAKE CORRECTIVE MEASURES TO PROTECT THE VALUE OF CRYPTOCURRENCIES IN A CRISIS.

BY AGREEING TO THIS AGREEMENT, YOU ACKNOWLEDGE THAT ETORO IS NOT RESPONSIBLE FOR THE RISKS DISCUSSED IN THIS AGREEMENT, AND YOU VOLUNTARILY ASSUME AND ACCEPT SUCH RISKS IN DECIDING TO USE ETORO'S SERVICES.

You should print or save a copy of this Agreement for your references.

## 1. THE SERVICES

1.1. General. Your eToro Wallet Account encompasses the following services (the "**Services**"):

1.1.1. **Hosted Cryptocurrency Wallet Services**. Access to one or more hosted Cryptocurrency wallets that allow users to store, hold, track, transfer and receive certain Supported Cryptocurrencies (as defined below) (the "**Hosted Wallet**");

1.2. Definitions.

1.2.1. "**Account**" means your account with eToro for using the Services as defined under this Agreement, as will be available from time to time.

1.2.2. "**Cryptocurrency**" means a type of digital currency or asset which is not issued by any central bank or issuer and in which encryption techniques are used to facilitate the generation of units of the currency and verify the transfer of units.

1.2.3. "**Supported Cryptocurrencies**" means those Cryptocurrencies that eToro, in its sole discretion, decides to support for the Services, as shall be available from time to time in our platform. Different types of Supported Cryptocurrencies may be available for some Services but not for others. In addition, the Supported Cryptocurrencies that eToro supports may change from time to time (including ceasing to support certain Cryptocurrencies with respect to the Services) according to eToro's sole discretion, as shall be updated in your Account or reflected on our platform. You will have five business days as of our notification of such change to withdraw any Cryptocurrency which we cease to support. eToro is not liable or responsible for any losses resulting from such an update.

1.2.4. "**Supported Networks**" means those Cryptocurrencies' blockchain protocols available on our website. eToro may, in its sole discretion, choose to cease its support in a Supported Network and make it an "Unsupported Network" at any time.

Under no circumstances should you attempt to use your Account to store, send, request, or

receive Cryptocurrencies in any form that are not supported by eToro, including by receiving Supported Cryptocurrencies through Unsupported Networks. eToro assumes no responsibility or liability in connection with any attempt to use eToro Services with Unsupported Networks or for Cryptocurrencies that eToro does not support.

## **2. CREATING YOUR ETORO ACCOUNT**

eToro is committed to maintain safe and reputable services which comply with Anti-Money Laundering (“**AML**”), Know-Your Customer (“**KYC**”), Office of Foreign Assets Control (“**OFAC**”), Bank Secrecy Act (“**BSA**”), and any other relevant regulations applicable to us. Therefore, in order to create and maintain an Account, you will be required to provide us with certain information and identification documentation and comply with certain eligibility factors, as follows:

### **2.1. Eligibility.**

2.1.1. It is a pre-condition that our Services can be only used and contracts are only formed by those who are permitted to enter legally binding agreements. Therefore, if there is any reason why you would not be able to enter a legally binding agreement with us, for whatever reason - do not use our Services. Such reasons could include, but are not limited to persons who have not yet reached a legal age of consent in a relevant jurisdiction. You must be at least 18 years old, or such higher age as required by applicable law, to register for an Account.

2.1.2. Without limiting the foregoing, by using our Services you acknowledge and understand that laws regarding Cryptocurrencies, where such exists, vary throughout the world, and it is your obligation alone to ensure that you fully comply with any law, regulation or directive, relevant to your country of residency with regards to the use of our Services. For the avoidance of doubt, the ability to access our Services does not necessarily mean that our Services, or your activities through it, are legal under the laws, regulations or directives relevant to your country of residency. Our websites or mobile application and any other online or offline material do not constitute, and may not be used for the purposes of, an offer or solicitation to anyone in any jurisdiction in which such offer or solicitation is not authorized, or to any person to whom it is unlawful to make such an offer or solicitation.

2.1.3. By registering an Account, you expressly represent and warrant that you: (i) follow the rules and laws in your jurisdiction of residence and/or jurisdiction from which you access the Services; (ii) are of sound mind capable of taking responsibility for your own actions; (iii) will comply at all times with this Agreement and will not take any action which is in breach of any of your undertakings provided herein.

2.1.4. eToro may, in its sole discretion, limit the number of eToro’s Accounts that you may hold, maintain, or acquire.

### **2.2. Identification.**

2.2.1. It is your duty to provide eToro and its affiliates with accurate, current, and complete information about yourself as prompted by the registration process or as eToro may from time to time request, and for you to keep such information updated. You authorize eToro to make such inquiries that it considers necessary to validate your identity and you agree that eToro may do so using third-party service providers. You further authorize any and all third parties to which such inquiries or requests may be directed to fully respond to such inquiries or requests.

2.2.2. If you do not provide the information within the required time frame, or provide inaccurate, incomplete or otherwise misleading information, we reserve the right to limit, block access to

the Services and terminate your eToro Account.

- 2.2.3. eToro will have no liability or responsibility for any permanent or temporary inability to access or use any Services, including your inability to withdraw Supported Cryptocurrencies, as a result of any non-compliance with any identity verification or other screening procedures we may impose from time to time.
- 2.2.4. We will confirm and verify the identity of each person who registers on our system and opens an Account with us. Therefore, you will be prompted to provide us with information when you register with us, including: (1) name, (2) address, (3) date of birth, (4) phone number and any other personally identifiable information that we may ask for from time to time such as a copy of your ID/Passport, proof of address or other identifying documents or information, and the jurisdiction of which you are a tax resident. You shall notify eToro in writing within 7 days of any material change in the validity of, or information previously provided to us.
- 2.2.5. It is your responsibility to provide us with a true, accurate, and complete e-mail address and other contact information that we may request, and to keep such information up to date. You understand and agree that if eToro sends you an electronic Communication (as defined below) but you do not receive it because your primary email address on file is incorrect, out of date, blocked by your service provider, or you are otherwise unable to receive electronic Communications, eToro will be deemed to have provided the Communication to you. You may update your information by logging into your Account and visiting settings or by contacting our support team at <https://www.eto.com/en-us/customer-service/>.
- 2.2.6. You are consenting that eToro and its affiliates may share data relating to you and your Account (including your personally identifiable information and your payment details) and documents provided by you (the **"Personal Data"**). Such transmission of data is required to facilitate and simplify your registration with eToro and your verification. You can learn more about such privacy-related issues [here](#).
- 2.2.7. From time to time you may be requested to provide us with certain documents to verify the details of the electronic wallet and other means of payment used by you to wire Supported Cryptocurrency to and from your Account, or other details provided by you. Subject to such verification, you may or may not be permitted to transfer Supported Cryptocurrency to and from your Account or continue to use the Services.
- 2.2.8. Upon the death or incapacity of an Account owner and if the legal heirs or representatives of such Account owner would like to withdraw the remaining withdrawable balance in the Account (if any), such legal heirs should present to us official legal documents from the applicable authorities in the relevant jurisdiction to our satisfaction, and we, in our sole discretion and upon examination of such documents to our full satisfaction, shall make the decision whether to allow such withdrawal. Learn more [here](#).
- 2.2.9. We will post details of your Account activity on our website or application (**"Account Information"**). Updated Account Information will be available after any activity takes place in your Account. Posting of Account Information on the website or application will be deemed delivery to you of any relevant information (such as confirmations and account statements). We may at our sole discretion withdraw or amend any Account Information at any time. Unless otherwise agreed by us, you agree that we are under no obligation to provide confirmations in hard copy or by email rather than through the website or application. The Account Information (save if manifestly incorrect) will be conclusive evidence of your transactions and will be binding on you if not objected to in writing within one business day of posting.
- 2.2.10. eToro reserves the right in its sole discretion to decline to open Accounts and to temporarily

or permanently suspend Accounts or functionalities, including where required or recommended by applicable governmental, regulatory, or law enforcement requirements, including where you fail to provide sufficient information to verify your Account. The eToro Services are for the use only of the registered Account holder. You agree that the information you provide to eToro during the Account creation and any subsequent identity verification processes is accurate and complete, and will be updated as necessary to keep it so.

### **3. MANAGING YOUR ETORO ACCOUNT**

- 3.1. Performance of Transactions. In order to perform transactions via your eToro Account you will need to use your personal account name and password and provide instruction in your account. We securely store the private keys associated with your account, which are used to process your transactions, under our control.
- 3.2. Account Security. eToro uses multi-level systems and procedures to collect and verify information about you in order to protect eToro and our users from fraudulent users. You are solely responsible for maintaining adequate security and control of any and all log-in IDs, passwords, personal identification numbers (PINs), authenticators, and any other codes that you use to access the Services as well as safekeeping the electronic device through which you access the Services. You are required to take all reasonable steps to avoid and prevent the loss, theft, or misuse of such security measures and electronic devices by others or any other unauthorized access to use the Services using your Account credentials. You must keep your Account ID, passwords, and any other Account credentials confidential and not authorize any third party to access or use the Services on your behalf. The password you choose should be unique and not used to log in to any other website, software and/or online account. You are required to change your password regularly for security purposes. You should not use birthdays or other numbers or words that may be easy for others to guess. Any loss or compromise of your electronic device or your security details may result in unauthorized access to your Account and the loss of Cryptocurrencies held in your Account. You must keep your security details and passwords safe at all times and you should not write them down or otherwise make them visible to others. You undertake to notify us promptly of any such unauthorized access or use. You will cooperate with us in the investigation of any suspected unauthorized access to or use of the Services using your Account credentials or private keys, and any security breach of your Account, system, or network, and provide us with the results of any third-party forensic investigation that you undertake. You will be responsible, and eToro will have no liability, for all activity that takes place within your Account when it is accessed using your Account credentials, whether or not authorized by you. If you appoint a third party to control any of your Account credentials, eToro is not responsible for the actions or omissions of such third-party. Control of such information will allow such third-party to make transactions in your Account including transferring all of your Supported Cryptocurrencies from your Account and you may never regain those Cryptocurrencies.
- 3.3. Mobile Phone Number Required. To use the Services you must provide a valid mobile phone number. This number you provide will be used in our two-factor authentication process required in certain transactions. As part of using the Services, you are agreeing to receive SMS/text messages from us. Please note that while we do not charge you for SMS/text messages, your mobile carrier's standard messaging rates will apply. Failure to provide a valid mobile phone number may result in restriction of your use of the eToro Services. If eToro suspects that your mobile number is invalid or that you are using a VOIP service to circumvent the requirement to provide a valid mobile phone number,

eToro may suspend or otherwise restrict your use of the eToro Services.

#### **4. ORDERS**

- 4.1. General. By using your Account to submit an order to use the Services ("**Order**"), you are authorizing us to effect a transaction in the Supported Cryptocurrency indicated by you. For the avoidance of any doubt, your Orders may include, inter alia, the following: sending Cryptocurrency to your Hosted Wallet and receiving Supported Cryptocurrency from third parties to your Hosted Wallet. You recognize that all Orders should only be submitted after careful consideration and once you understand and accept the consequences of their placement. You shall be responsible for monitoring all your orders until we confirm execution or cancellation of the order. We shall be entitled to act upon any Order or any instruction in general which we reasonably believe is given by you or on your behalf without further inquiry as to the genuineness, authority, or the identity of any such person giving or purporting to give such Order or instruction.
- 4.2. eToro's Rights to Cancel, Suspend or Refuse Orders. There is no guarantee that your Order will be filled in full or in part. We have a right at any time to refuse to accept and/or cancel and/or suspend your Order or any part thereof according to our sole discretion, without any liability whatsoever to the fullest extent permitted by law, including but not limited to liability for damages, loss of profit, loss of revenue, loss of business, loss of opportunity, loss of data, or indirect or consequential loss arising from our decision, without any further notice to you including (but not limited) in the following circumstances: (a) as required by any applicable law and regulations (including AML or if your Order violates any applicable laws, regulations or rules, or is intended to defraud or manipulate the market); (b) in response to a subpoena, court order or other binding government order; (c) if we or any third party acting on our behalf suspect that the Order is in violation of any of the terms herein including a suspected Prohibited Use; (d) due to Force Majeure Event; or (e) market conditions; (f) your breach of these Terms; (g) insufficient or inadequate funds in your Account (including all commission, charges, taxes and any amount in addition to the current price of the Supported Cryptocurrency that we reasonably consider may be necessary); (h) risk considerations; (i) we are concerned that the Order may not have come from you or an authorized person on your behalf; (j) you have exceeded any limit applicable to you or in respect of your dealings with us and other matters that affect trading generally; (k) in the event that liquidity providers are unable to provide liquidity to us as may be required for the applicable transaction; or (l) any other circumstances according to our sole discretion.
- 4.3. Responsibility for Providing Correct Order Information. We do not guarantee the identity of any third party user, receiver, requester or other third party with whom you are engaging when you place an Order. You should verify all transaction information prior to submitting an Order. You acknowledge and agree that you are solely responsible for providing the correct information, including any Supported Cryptocurrency address information, and we will have no liability for your failure to provide us with the correct information in connection with an Order.
- 4.4. Pending Orders. Once submitted, an Order will be pending until executed, subject to this Agreement. A transaction is not complete while it is in a pending state. Supported Cryptocurrencies associated with transactions that are in a pending state will not be available to conduct other transactions.
- 4.5. Modification and Cancellation. Once the Cryptocurrency network recognizes the information you send from the Service and validates it, the information is broadcasted to other individuals and companies in the relevant network and the Service cannot be used by you to cancel or reverse an Order. The same is true for all Supported Cryptocurrencies. Any attempt to cancel or modify an Order or any instruction in general is simply a request to us to do so. We are not liable to you if we are unable to cancel or modify an instruction. You understand and agree that, if an instruction

cannot be cancelled or modified, you are bound by any execution of the original instruction.

- 4.6. Limitation on Orders. The use of the Services may be subject to certain limits such as sizes (which might be stated in fiat money or in Cryptocurrency). Accordingly, you may buy, deposit, transact, or withdraw in a given period or any other limit as shall be determined at eToro's sole discretion. Your limits, if applicable, may be posted in your Account or our platform, from time to time. Said limits may vary depending on your payment method, verification steps you have completed, and other factors. eToro reserves the right to change applicable limits as we deem necessary in our sole discretion. If you wish to raise your limits beyond the posted amounts, you may submit a request to our customer support. We may require you to submit additional information about yourself or your business, provide records, and arrange for meetings with eToro staff. eToro reserves the right to charge you with costs and fees associated with our enhanced due diligence, provided that we notify you in advance of any such charges. At our sole discretion, we may refuse to raise your limits or we may lower your limits at a subsequent time even if you have completed our enhanced due diligence.

## **5. DEPOSIT AND WITHDRAWALS**

The Services allow you to deposit or withdraw Supported Cryptocurrencies in accordance with this Agreement and the following conditions:

- 5.1. Following the successful creation of an Account and completing the verification procedure, we shall provide you with a specific address for each Supported Cryptocurrency you wish to deposit. Once we receive the Supported Cryptocurrencies deposited by you and subject to our verification and AML policies and procedures, the appropriate number of units of the relevant Supported Cryptocurrencies will be reflected in your Account.
- 5.2. We reserve the right in our sole and exclusive discretion to reject and reverse any deposit of Supported Cryptocurrency for any reason whatsoever, including without limitation, as may be required under our AML policies and procedures or other law or regulation applicable to us. Should we elect to reject a deposit, we shall return the Supported Cryptocurrency to the originating address. During this process, Supported Cryptocurrency may end up in an address, which due to the internal mechanism and protocol managed by your third-party original address provider policies, it may be difficult or impossible for you to reclaim. You agree that we shall not be liable for the consequences of any error in returning such Supported Cryptocurrencies or any errors in placing a wrong deposit address.
- 5.3. You may periodically transfer to your Account any Supported Cryptocurrencies using a Supported Network. When you transferring or attempting to transfer Cryptocurrency, you are solely responsible for executing the transfer properly, including, by ensuring that the Cryptocurrency conforms to the specific wallet address to which the funds are directed and ensuring that such Cryptocurrency is a Supported Cryptocurrency. If you elect to transfer to your Account any assets that are not supported or by using an Unsupported Network, or if you deposit Supported Cryptocurrencies to an address that does not correspond to the exact address we provided you, such assets may be permanently lost. You agree and acknowledge that we do not have any liability or obligation to you for the consequences of any error in depositing non-supported Cryptocurrencies or any errors in placing a wrong deposit address.
- 5.4. You acknowledge and agree that we may impose deposit or withdrawal limits (maximum or minimum) at our sole discretion. You further acknowledge that some Supported Cryptocurrencies cannot be held under a certain minimum quantity based on its underlying software protocols, therefore if the amount deposited is less than such minimum quantity, the Supported Cryptocurrencies deposited will not appear in your Account.

- 5.5. You will not be entitled to receive any interest or other fees on any Supported Cryptocurrencies held in your Account even if eToro receives interest or other fees from any third parties.
- 5.6. We reserve the right to reject the withdrawal into a specific withdrawal address in our sole and exclusive discretion for any reason whatsoever, including without limitation, as may be required under our AML policies and procedures or other law or regulation applicable to us. Should we elect to reject said address, such withdrawal shall be cancelled and you shall be required to initiate an additional withdrawal to an alternative withdrawal address.
- 5.7. The Supported Cryptocurrencies shall be withdrawn to your external withdrawal address in full, less eToro's fees as detailed on our [Fees Page](#) (as defined below) and subject further to: (i) any tax deduction required by law; and (ii) any owed amounts which are incurred in respect of transfer charges that may be levied; and (iii) any other amounts owed by you to eToro; and (iv) if otherwise required under this Agreement. You hereby authorize eToro to withhold such amounts from the funds from any Supported Cryptocurrencies available on your Account.
- 5.8. You represent and warrant that you are fully liable in the event you choose to withdraw any Supported Cryptocurrencies from your Account to a withdrawal address, which is not under your control. Furthermore, it is your responsibility to make sure the withdrawal address you have requested is supporting the Supported Cryptocurrencies you are asking to withdraw and that such address is properly formatted. You must ensure that there are no errors in any of the transfer instructions, otherwise, such Supported Cryptocurrencies may be permanently lost. We do not have any liability for the consequences of any error in submitting a withdrawal address. The timing for completing any withdrawal or deposit will depend on third party actions that are outside the control of eToro such as your external wallet provider, and eToro makes no guarantee regarding the amount of time it may take to complete any withdrawal or deposit.
- 5.9 Subject to the terms herein, we may, at our sole discretion, offer you the ability to sell certain Supported Cryptoassets stored in your Hosted Wallet for fiat in a transaction directly with us ("Cash-Out"). The resulting fiat value will be credited to your trading account balance subject to the separate terms and conditions governing such trading accounts. Your request to Cash-Out Supported Cryptoassets will be executed at the prevailing price available to eToro at the time your request is executed and in accordance with our Best Execution and Order Handling Policy and the provisions of the General Terms and Conditions governing Cryptoasset orders. We shall deduct all applicable fees and commissions (including our fees, third-party fees, and any blockchain fees) from the final fiat amount credited to your trading account. For more information, see our Fees Page available at <https://www.etoro.com/en-us/trading/fees/>. You agree and acknowledge that the actual execution price may be subject to slippage and may be materially higher or lower than any indicative rates displayed at the time you placed the request due to the time required to execute your request (including the blockchain transaction validation process or other conditions as further detailed in the General Terms and Conditions). In the event that the execution price of a transaction differs from the requested price by more than five percent (5%), we may, at our sole discretion, reimburse you for the difference exceeding 5%. By submitting a Cash-Out request and to be eligible for this service, you agree and acknowledge that: (a) you have a fully verified eToro trading account in your name, (b) the net consideration for the sold Supported Cryptoassets will be received in fiat in your eToro trading account and therefore will not be available in your eToro Hosted Wallet, (c) once confirmed by you, your Cash-Out request is final, irrevocable, and cannot be cancelled or amended, (d) the request was initiated by you of your own free will with full acknowledgment and consent to these terms; therefore, you irrevocably waive, release, and discharge us, our affiliates, and agents from any claim, demand, suit, or cause of action, known or unknown, existing now or arising hereafter, in relation to the execution and settlement of this transaction, and (e) we reserve the right to reject or refuse your Cash-Out request at any time, in our sole discretion.



## **6. EXECUTION PRICE**

- 6.1. We may present via the platform indicative prices of Supported Cryptocurrencies quoted in fiat money and/or in any other Cryptocurrency. Such prices are produced and provided by us and/or by any Third-Party including our affiliates. The indicative prices presented to you shall reflect the prices made available by us at the time displayed. Such prices shall not necessarily reflect the prices for the Supported Cryptocurrency as quoted by other third parties in which the Supported Cryptocurrency may be traded or presented. eToro disclaims any liability with respect to any such discrepancies. All prices are indicative only and provided solely for convenience and for informational purposes to assist you to make your own decisions and do not constitute any offer or advice made by us.
- 6.2. Your Order shall be executed at the prevailing price(s) at the time your Order is executed. eToro's and/or Third-Party's [fees](#) and commissions (including blockchain fees) shall be added or deducted to the execution price and shall be deducted from the amount of Supported Cryptocurrencies purchased and/or from the fiat currency paid by you. The number of units of Supported Cryptocurrencies purchased shall be presented in your Account and you accept said number of purchased units as complete and final on your part. You acknowledge and confirm that your Execution prices may be significantly higher or lower than those displayed at the time you placed the Orders due to the time required to execute your Order (including delays as detailed in this Agreement) and the high volatility of the Cryptocurrencies markets.

## **7. TRANSMISSION DELAYS**

- 7.1. [Security-Related Delays](#). eToro's Services involve several security measures and layers to increase the security of your Cryptocurrency storage at eToro. For this reason, Orders may take longer than a standard transaction(s). You acknowledge and agree that Orders may be delayed.
- 7.2. [Information-Retrieval-Related Delays](#). eToro, or any third party on its behalf, securely stores the wallet private keys which are under our control. As a result, it may be necessary for eToro to retrieve certain information in order to facilitate an Order in accordance with your instructions, which may delay the initiation or crediting of such Order by 48 hours or more.
- 7.3. [Verification-Related and Discretionary Delays](#). You acknowledge and agree that an Order facilitated by eToro may be delayed for an indefinite period or cancelled by us for any additional reason such as check-ups made under any applicable AML regulation and any other reason within eToro's sole discretion.
- 7.4. [No Liability for Delays](#). You acknowledge and agree that eToro will not have any liability for any delays due to the foregoing or to network congestion or any other reason outside of eToro's control.

## **8. OWNERSHIP OF YOUR Cryptocurrency**

eToro does not obtain any ownership in your Cryptocurrency that you store in your Hosted Wallet, except for such rights as described in section 24 below.

## **9. PROHIBITED USE**

- 9.1. [General](#). In connection with your use of the eToro Services, and your interactions with other users and third parties, you agree and represent that you will not engage in any Prohibited Use as defined in [Appendix 1](#). The specific types of use listed below are representative, but not exhaustive. If you are uncertain as to whether or not your use of eToro Services involves a Prohibited Use, or have questions about how these requirements apply to you, please submit a request to our customer support. We reserve the right to monitor, review, retain, or disclose any information as necessary to

satisfy any applicable law, regulation, sanctions programs, legal process, or governmental request. We reserve the right to cancel or suspend your Account or block transactions or freeze funds immediately and without notice if we determine, in our sole discretion, that your Account is associated with a Prohibited Use or a Prohibited Business.

- 9.2. Reserved Rights. We reserve the right at all times to monitor, review, retain, and disclose any information as necessary to satisfy any applicable law, regulation, sanctions programs, legal process or governmental request. We reserve the right to cancel or suspend your Account and block transactions or freeze funds immediately and without notice if we determine, in our sole discretion, that your Account is associated with a Prohibited Use.

## 10. FEES

- 10.1. Fees and Commissions. By using our Services you will be subject to certain fees and commissions as set forth in eToro's Fee Page available at <https://www.etoro.com/en-us/trading/fees/> (the "**Fees Page**") at the time of the relevant transaction, or as presented to you when transacting via the Services. eToro may revise or update the [Fees Page](#) in its sole discretion from time to time. You authorize eToro to automatically debit your Account for any commissions, charges, and fees.
- 10.2. Delayed and Failed Transaction Fees. Additional charges may also be incurred by you in the case of a delayed or failed settlement of a transaction. Any such amounts will be your responsibility and where appropriate will be deducted from your account.
- 10.3. Additional Fees. We may charge you for the provision by us to you of market data or any other account feature or such other fees as we reasonably decide from time to time (such as withdrawal or deposit fees), as set forth in the Fees Page.
- 10.4. Network Fees. eToro will charge you any network fees (miner fees) paid to process Orders on your behalf. eToro will calculate the network fee at its discretion. The final network fee shall be charged at the time of the transaction.
- 10.5. Inactive Account. If your Account is defined as an Inactive Account (defined below), an Inactivity Fee may be payable by you. Once an Account is deemed Inactive, we may deduct an Inactivity Fee in the amount set out on our Fees Page, out of your available Supported Cryptocurrencies available in your Account. Such monthly fees shall be deducted until the value of the Supported Cryptocurrencies in the Account has reached zero and a dormant Account with a balance of zero Supported Cryptocurrencies may be closed by us. You can avoid the deduction of the Inactivity Fee if you log into your Account, and eToro will cease to deduct the Inactivity Fee unless your Account shall become Inactive again, but we shall not refund any Inactivity Fees already deducted from the Account prior to such log in. For the purpose of this Agreement, the term "**Inactive Account**" shall mean: (a) if you have not deposited Supported Cryptocurrencies into your Account and have not logged into your Account for a period of at least 120 days; and (b) if you have deposited Supported Cryptocurrencies into your Account and have not logged into your Account for a period of at least 12 months.

## 11. TAXES

Our fees do not include any taxes, levies, duties, or similar governmental assessments of any nature, including, for example, value-added, sales, use or withholding taxes, accessible by any jurisdiction whatsoever (collectively, "**Taxes**"). You are responsible for paying all Taxes associated with your Account hereunder, including all applicable country, federal, state, and local taxes. If we have the legal obligation to pay or collect Taxes for which you are responsible, we will invoice you and you will pay that amount unless you provide us with a valid tax exemption certificate authorized by the appropriate taxing authority. You also agree that we may set-off such amounts in accordance with terms 24.2.

## **12. CRYPTOCURRENCY PROTOCOLS**

- 12.1. No Ownership. eToro does not own or control the underlying software protocols that govern the operation of Cryptocurrencies supported by us. Cryptocurrency protocols are open source and anyone can use, copy, modify, and distribute them.
- 12.2. Operation of Cryptocurrencies Protocols. eToro is not responsible for the operation of the underlying protocols and eToro makes no guarantee of their functionality, security, or availability. The underlying protocols are subject to sudden changes in operating rules ("**Forks**"), and such Forks may materially affect the value, function, or even the name of the Cryptocurrencies you hold in your Hosted Wallet. In the event of a Fork, eToro retains the right to suspend its operations (with or without advance notice to you) and may (a) configure or reconfigure its systems or (b) decide not to support (or cease supporting) the Forked protocol entirely. eToro may, but is not obligated to do so, adjust your Account in respect of a Fork depending on the circumstances of each event attributable to any specific Cryptocurrency held by you. In doing so we will make efforts to effect such adjustment on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice or taking into account the treatment we may receive from our counterparties or any relevant third party. **You acknowledge and agree that eToro assumes absolutely no responsibility whatsoever in respect of an unsupported branch of a Forked protocol.**

## **13. TECHNICAL FEATURES AND REQUIREMENTS**

- 13.1. General. You acknowledge that the Services are in the process of development. Consequently, the Services and the software may not work error free. We do not warrant that the functions contained in the Services or the software will meet your requirements or that the operation of the Services or the software will be uninterrupted or error free. Moreover, we reserve the right, at any time and for any reason, to discontinue, redesign, modify, enhance, change, patch the software or the Services including without limitation, the structure, specifications, look and feel, navigation, features, and other elements of the software or the Services or any part thereof.
- 13.2. Technical Requirements to Use Our Services. You must provide and maintain adequate technical means by which you access our Services. These technical means must include at least a mobile phone along with a personal computer/mobile device/tablet, internet access by any means, and telephone or other access line. Access to the internet is an essential feature and you shall be solely responsible for any fees necessary to connect to the internet. Furthermore, as you are using your personal computer to access our Services, you are strictly and solely liable for the integrity and proper storage of any data associated with our Services. By using our Services, you represent and warrant to us that you have installed and implemented appropriate means of protection relating to the security and integrity of your computer and that you have taken appropriate action to protect your system from computer viruses or other similar harmful or inappropriate materials, devices, information, or data. We will not be liable to you if your computer system fails, damages, destroys, or formats your records and data. Furthermore, if you incur delays or any other form of data integrity problems that are a result of your hardware configuration or mismanagement, we shall not be liable. You further undertake to protect us from any wrongful transmissions of computer virus or other similarly harmful or inappropriate material or device to our system from your personal computer.
- 13.3. Technical Problems and Difficulties. As a provider of technology, we remind you that in some circumstances the use of the internet can at times be unreliable and at times you may experience trouble connecting. Notwithstanding, and recognizing the above, you hereby undertake that we will not be liable, and you will not hold or seek to hold us or any of our officers, employees, agents, or

service providers liable, for any technical problems, system failures and malfunctions, communication line failures, equipment or software failures or malfunctions, system access issues, system capacity issues, high internet traffic demand, security breaches and unauthorized access arising from your transmission of information to us, and other similar computer problems and defects. We do not represent, warrant, guarantee, or claim that you will be able to access or use our Services at all times and from any location.

- 13.4. Maintenance Shutdowns. eToro may, in its sole discretion, make scheduled or unscheduled changes, updates, or enhancements to the Services at any time. We may add or remove functionalities or features, and we may discontinue the Services altogether. We maintain our continuing right to shut down our operations and close our Services to our customers at any time. We may do so at any given time without notice. Depending on your device settings, we may automatically check your version of the app, and automatically download to your device new versions of the app.

#### **14. SUSPENSION AND TERMINATION OF ACCOUNT**

- 14.1. General. We reserve the right, to suspend, restrict, or terminate your access to any or all of the Services, or deactivate or cancel your Account at any time in our sole discretion, with or without cause, and with or without notice, without incurring liability of any kind. For example, we may suspend or terminate your access to or use of the Services for any of the following: (a) the actual or suspected violation of this Agreement; (b) the use of the Services in a manner that may cause eToro to have legal liability or disrupt others' use of the Services, and; (c) scheduled downtime and recurring downtime, or unplanned technical problems and outages; (d) inconsistent information regarding your identity (which are considered reasonable at the sole discretion of eToro); (e) a pending compliance review; (f) the request of or order of an authority, governmental body, regulator, justice or judicial body, police, etc., which in the sole discretion of eToro is reasonable; (g) we are so required by a facially valid subpoena, court order, or binding order of a government authority; (h) we reasonably suspect you of using your Account in connection with a Prohibited Use; (i) your Account is subject to any pending litigation, investigation, or government proceeding or we perceive a heightened risk of legal or regulatory non-compliance associated with your Account activity; (j) our service partners are unable to support your use; or (k) you take any action that eToro deems as circumventing eToro's controls, including, but not limited to, opening multiple Accounts or abusing promotions that eToro may offer from time to time.
- 14.2. Discretionary Procedures. If eToro suspends or closes your Account, or terminates your use of the Services for any reason, we may provide you with notice of our actions according to our sole discretion, unless a court order or other legal or regulatory process prohibits eToro from providing you with such notice. You acknowledge that eToro's decision to take certain actions, including limiting access to, suspending, or closing your Account, may be based on confidential criteria that are essential to eToro's risk management and security protocols. You agree that eToro is under no obligation to disclose the details of its risk management and security procedures to you.
- 14.3. Transfers. Once you will be notified of your Account closure you will be permitted to transfer Cryptocurrency associated with your Hosted Wallet(s) at the specified timeframe as determined by eToro, unless such transfer is prohibited under any law, regulation, or other binding court order or regulator instruction that may apply from time to time. If eToro suspends or closes your Account, or terminates your use of the Services for any reason, eToro reserves the right to require you to complete any uncompleted verification process before permitting you to transfer or withdraw withdrawable Supported Cryptocurrency.
- 14.4. Cancellation of Your Account. You may close your Account at any time by contacting us at: <https://www.etoro.com/en-us/customer-service/> provided that you shall remain responsible for any

activity on your Account between sending us an email and the termination of your account by us. eToro reserves the right to withhold any Cryptocurrency and/or funds in the account until all your pending obligations towards us are resolved. Any decision made by eToro regarding the matter will be final. Prior to finally terminating your Account, you should withdraw all withdrawable Supported Cryptocurrency. You will be required to pay any outstanding amounts owed to eToro. You authorize us to cancel or suspend any pending transactions at the time of cancellation.

- 14.5. Closing Inactive Hosted Wallets. If any of your Hosted Wallets is an Inactive Hosted Wallet (defined below), we may close such Inactive Hosted Wallet. eToro will use commercially reasonable efforts to notify you of such closure, however it is not required to do so. You may be entitled to open such Hosted Wallet again subject to these Terms. For the purpose of these Terms, the term “**Inactive Hosted Wallet**” shall mean a Hosted Wallet that holds no Supported Digital Assets and has held no Supported Digital Assets for a period of 180 consecutive days.

## **15. THIRD-PARTY SERVICES**

- 15.1. General. We may, at our discretion, arrange for certain actions to be performed by or through a third-party which may be an unaffiliated company, or an affiliate of eToro including unregulated entities, including but not limited to third-party wallet services providers, payment processors and/or identity and eligibility verifiers (“**Third-Parties**”). Any authority granted by you to eToro, and any limitation of liability of eToro, shall also extend to include its affiliates, agents, and any service providers. eToro and any agents, affiliates, or service providers acting on behalf of eToro under this Section are authorized to perform the services contemplated by this Section. You consent to eToro providing your identifying information to any requesting service provider of eToro.

If any such Third Party fails or goes out of business, there is no specific legal protection that covers you for losses arising from any Cryptocurrencies we may have held for you with such Third Party. Depending on the structure and security of the Account, some may be vulnerable to security breaches, resulting in the theft of virtual currency or loss of customer assets. eToro will not be responsible in the event of losses caused by those Third Parties. We will not be liable to you for any act or omission of any such third-party including but not limited to information provided by such third-party, except where we have acted negligently or fraudulently.

- 15.2. Third-Party Services. You may be made aware of or offered services, content, features, products, non-eToro applications, offers and promotions provided by third parties (individually and collectively, “**Third-Party Services**”). We may make Third Party Services available to you. However, our inclusion or promotion of Third-Party Services does not reflect a sponsorship, endorsement, approval, investigation, verification, and/or certification or monitoring of such Third-Party Services by eToro. Your acquisition of Third-Party Services, and any exchange of data between you and any provider of Third-Party Services, is solely between you and such provider. eToro does not warrant Third-Party Services in any way. Under no circumstances will we have any liability for Third-Party Services. You choose to use any Third-Party Services at your own risk, and under terms and conditions agreed between you and the provider of Third-Party Services that are different from the provisions of this Agreement. You further acknowledge that we have no control over third-party Services and that you may be charged fees by the Third-Party Service provider. eToro is not responsible for any Third-Party Services' fees. You are solely responsible for your use of the Third-Party Service, and you agree to comply with all terms and conditions applicable to any Third-Party Service when using such.

- 15.3. Third-Party Applications. The Services may contain features designed to interoperate with a third-party service, program, website or content that is provided, owned or licensed by you or a third party (“**Third-Party Application**”). To use such features, you must procure Third-Party Applications from the providers of such Third-Party Applications, and may be required to grant us

access to your account on the Third-Party Applications. If you enable a Third-Party Application for use with the Services, you grant us permission to allow the provider of that Third-Party Application to access your information and Personal Data as required for the operation of that Third-Party Application with the Services. We are not responsible for any disclosure, modification or deletion of content or Personal Data resulting from access by a Third-Party Application. If the provider of a Third-Party Application ceases to make the Third-Party Application available for operation with the corresponding Services features on reasonable terms, we may cease providing those Services features without entitling you to any refund, credit, or other compensation.

- 15.4. Third-Party Payments. eToro has no control over, or liability for, the delivery, quality, safety, legality or any other aspect of any goods or services that you may purchase or sell to or from a third party (including other users of eToro Services). eToro is not responsible for ensuring that a buyer or a seller you may transact with will actually complete the transaction or is authorized to do so. If you experience a problem with any goods or services purchased from, or sold to, a third party in connection with Cryptocurrency transferred using the Services, or if you have a dispute with such third-party, you must resolve the dispute directly with that third party. If you believe a third party has behaved in a fraudulent, misleading, or inappropriate manner, or if you cannot adequately resolve a dispute with a third-party, you may notify eToro customer support so that we may consider what action to take, if any.

## **16. DATA ACCURACY**

- 16.1. Although we intend to provide accurate and timely information on the eToro platform, website, or app, such information may not always be entirely accurate, complete, or current and may also include technical inaccuracies or typographical errors. In an effort to continue to provide you with as complete and accurate information as possible, information may be changed or updated from time to time without notice, including, without limitation, information regarding our policies, products, and services. Accordingly, you should verify all information before relying on it, and all decisions based on information contained on eToro's platform, website, or app are your sole responsibility and we shall have no liability for such decisions. Links to third-party materials (including without limitation, websites) may be provided as a convenience but are not controlled by us. You acknowledge and agree that we are not responsible for any aspect of the information, content, or services contained in any third-party materials or on any third-party sites accessible or linked to the eToro website or app.
- 16.2. You agree that all risk associated with the use of, or reliance on, any of the information accessed through the Services, including the prices of Supported Cryptocurrencies, rests with you. You further agree that we shall not be responsible or liable, directly or indirectly, in any way for any loss or damage of any kind incurred as a result of, or in connection with your use of, or reliance on, any of the information on our platform.

## **17. OWNERSHIP OF INTELLECTUAL PROPERTY RIGHTS**

- 17.1. Ownership. We are the exclusive owner and retain all right, title, and interest (including all copyright, trademark, patent, trade secrets, and all other intellectual property rights) in our Services and all content associated with our Services, including our trademarks, service marks, designs, logos, slogans, URLs, and trade names that are displayed on our Service and the prices quoted by us (the **"eToro Materials"**). eToro Materials constitute valuable confidential information. Accordingly, you may use it only for your own trading purposes and you may not redistribute the data in any way for commercial or other purposes. Subject to clause 17.2 below, eToro grants you no license nor consents to use or display in any manner eToro Materials outside of the purposes explicitly authorized by eToro.

17.2. **License**. eToro grants you a non-transferable, non-exclusive license to use the Services as provided to you by eToro. This license is conditioned upon and restricted by the terms and conditions contained in this Agreement. Further, this license is for personal and non-commercial use. You may not (and you may not permit anyone else to) copy, modify, create a derivative work of, reverse engineer, decompile or otherwise attempt to extract the source code of the Services and eToro Materials, or any part thereof. You may not assign (or grant a sub-license of) your rights to use the Services, grant an interest in or over your rights to use the Services, or otherwise transfer any part of your rights under this Agreement. If eToro provided you access to any of the Services (for example, a mobile app) in return for a fee, this license is conditioned upon your payment of the fees due. This Agreement does not grant you any license or permission to copy, distribute, modify or otherwise use any application programming interface and/or eToro Materials, notwithstanding any provision to the contrary. No title to or ownership of any proprietary rights and/or eToro Materials related to the Services is transferred to you pursuant to this Agreement. All rights not explicitly granted to you under this Agreement are reserved by eToro. The license granted under this Section will automatically terminate if we suspend or terminate your access to the Services.

17.3. **Feedback**. We will own exclusive rights, including all intellectual property rights, to any feedback, comments, recommendations, suggestions, ideas or other information or materials regarding eToro or our Services that you provide (including modifications, enhancements, improvements or suggested changes to the Services, or any feature or function of the Services), whether by email, posting through our Services or otherwise ("**Feedback**"). You hereby grant us and our affiliates a universe-wide, royalty free, irrevocable, perpetual license (with the right to grant and authorize sublicenses) to make, have made, use, import, offer for sale, sell, reproduce, distribute, modify, adapt, prepare derivative works of, display, publicly perform and otherwise exploit such Feedback without restriction, including in connection with the Services and any updates, extensions or successive versions of the Services. Any Feedback you submit is non-confidential and will become the sole property of eToro. We will be entitled to the unrestricted use and dissemination of such Feedback for any purpose, commercial or otherwise, without acknowledgment or compensation to you. You may not use, copy or retransmit anything on our website without our permission. We reserve all rights not expressly granted herein.

## **18. YOUR PRIVACY**

Please review our privacy policy located at <https://www.etoro.com/en-us/customer-service/privacy/> ("**Privacy Policy**") for more information about how eToro collects, uses, records, and shares your information, including your personal data.

## **19. COMMUNICATIONS**

We may send you emails regarding the Services including notices, updates, and amended Terms. We may also send you emails with promotional information and materials regarding eToro's products and services that you may unsubscribe from by following instructions provided in the email. Please review our [Privacy Policy](#) for more information.

eToro reserves the right to communicate with you by email, electronic chats, online discussions, telephone, fax, post, newsletters issued by us and/or any other means of communications, whether such communication is personally addressed to you or generally addressed to all our users. By accepting this Agreement you acknowledge and confirm that all such means of communications are deemed acceptable and any such communication so provided shall be deemed to have been received by you. You further hereby consent to your Account information being available on the internet instead of having such information delivered to you by mail or email. You will be able to access account information through the trading platform using your Account credentials. We will display all of your account activity.



Posting of account information on your online Account will be deemed delivery of confirmation and account statements.

## **20. FORCE MAJEURE EVENTS**

- 20.1. General. We may, in our reasonable opinion, determine that a Force Majeure Event (as defined below) exists. A Force Majeure Event is a cause or condition beyond our reasonable control, which will include, but is not limited to the following: (i) any act, event or occurrence (including without limitation any act of God, strike, riot or civil unrest, pandemic, act of terrorism, fire, war (declared or undeclared), industrial action, acts and regulations of any governmental or supra national bodies or authorities) that, in our opinion, prevents us from providing our Services with respect to one or more of the Supported Cryptocurrencies; (ii) the suspension or closure of any exchange or the nationalization, government sequestration, abandonment or failure of any instrument on which we base, or to which we in any way relate, our quote, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event; (iii) the occurrence of an excessive movement in the level of any transaction or exchange or our anticipation (acting reasonably) of the occurrence of such a movement; (iv) any breakdown or failure of transmission, communication or computer facilities, interruption of power supply, or electronic or communications equipment or software failure, interruption in telecommunications or Internet services or network provider services; or (v) the failure of any relevant supplier, financial institution intermediate broker, agent, or principal of ours, custodian, sub-custodian, dealer, exchange, clearing house or regulatory or self-regulatory organization, for any reason, to perform its obligations; or (vi) an error or breach that occurs in a blockchain or in any other networks in which the Cryptocurrencies are being issued or traded; or (iv) catastrophe or any other occurrence which is beyond our reasonable control ("**Force Majeure Event**").
- 20.2. Effect of Force Majeure. If we determine that a Force Majeure Event exists, we may without notice and at any time, acting reasonably, suspend or modify the application of all or part of this Agreement to the extent that the Force Majeure Event makes it impossible or impracticable for us to comply therewith, and we will not be liable in any way to you or to any other person in the event of a Force Majeure Event including for delays, failure in performance or interruption of service which result directly or indirectly from any Force Majeure Event nor for our actions pursuant to this section if we decide to take such action.

## **21. RISKS WARNINGS**

- 21.1. General. The risk of loss in trading or holding Cryptocurrency can be substantial. You should therefore carefully consider whether trading or holding Cryptocurrency is suitable for you in light of your financial situation.

You acknowledge that using Cryptocurrency, their networks and protocols, involves serious risks. It is your duty to learn about all the risks involved with Cryptocurrency, their protocols and networks. Even if eToro alerts you to some of the risks involved with Cryptocurrency, their protocols and networks, eToro has no responsibility to alert you to all these risks. eToro has no control over, and makes no representations, regarding the value of Cryptocurrency, or the security of their networks or protocols. Some of the risks of Cryptocurrency investing can be found [here](#). You hereby further acknowledge that Cryptocurrencies markets are determined by demand and supply. The Cryptocurrencies market is a dynamic arena and their respective prices are often highly unpredictable and volatile. The prices of Cryptocurrencies may not be as transparent as traditional financial markets and can be highly speculative and susceptible to market manipulation. In the worst case scenario the product could be rendered worthless. Moreover, there is always a risk that changes in the applicable legislative or regulatory regime may adversely affect the use, transfer, exchange, and value of Cryptocurrencies. Cryptocurrencies' markets and exchanges are not



currently regulated with the same control, and customers are not entitled to the same protections, available in relation to other financial instruments. You are solely responsible for determining whether any contemplated or actioned use of the Services is appropriate based on your personal goals, financial status, and risk tolerance. We do not guarantee the availability of any exchange rate. We do not guarantee that you will be able to buy and/or sell your Cryptocurrency on the open market at any particular price or time.

- 21.2. No Advice or Guarantees. The content provided as part of the Services is for informational purposes only, and should not be considered legal or financial advice. We may provide information on the price, range, or volatility of Cryptocurrency and events that have affected the price of Cryptocurrency, but it is not be considered as investment or financial advice and should not be construed as such. eToro is not acting and cannot act as an advisor, including as to any financial, legal, investment, insurance, or tax matters. Any information provided by eToro is for general information only. You are solely responsible for determining whether any contemplated transaction is appropriate for you. You should consult with an attorney or other professional to determine what may be best for your individual needs. eToro does not make any guarantee or other promise as to any results that may be obtained from using the Services. You should not make any investment decision without first consulting your financial advisor and conducting your own research and due diligence.
- 21.3. Internet and Computer Transmission Risks. There are risks associated with utilizing an Internet-based system including, but not limited to, the failure of hardware, software, and Internet connections, the risk of malicious software introduction, and the risk that third parties may obtain unauthorized access to information or assets (including your Cryptocurrencies) stored on your behalf. Additionally, there is a risk of cyber-attacks on the security, integrity, or operation of the digital assets' blockchains or other underlying technology.
- 21.4. Blockchain Risks. Since a blockchain is an independent public peer-to-peer network and is not controlled in any way or manner by eToro, eToro shall not be responsible for any failure, mistake, error or breach which shall occur on a blockchain or on any other networks in which the Cryptocurrencies are being issued or traded. You will be bound and subject to any change or amendments in the blockchain system and subject to any applicable law which may apply to the blockchain. We make no representation or warranty of any kind, express or implied, statutory or otherwise, regarding the blockchain functionality nor for any breach of security in the blockchain.
- 21.5. Waiver of Risks. You hereby assume, and agree that eToro will have no responsibility or liability for any risks contained herein. You hereby irrevocably waive, release, and discharge any and all claims, whether known or unknown to you, against eToro, its affiliates and their respective shareholders, members, directors, officers, employees, agents and representatives related to any of the risks set forth herein.
- 21.6. Operation of Cryptocurrency Protocols. See section 12.

## **22. DISCLAIMERS AND LIMITATIONS ON LIABILITY**

### **22.1. Disclaimer of Warranties**

**SUBJECT TO APPLICABLE LAW, OUR SERVICES ARE PROVIDED "AS IS" WITH NO WARRANTY OF ANY KIND, "WITH ALL FAULTS" AND "AS AVAILABLE". YOUR USE OF OUR SERVICES IS AT YOUR SOLE RISK. WE AND OUR LICENSORS, SERVICE PROVIDERS OR SUBCONTRACTORS (IF ANY) MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION: (A) ANY WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE OR FREE OF HARMFUL COMPONENTS, THAT THE CONTENT WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED; (B) ANY IMPLIED WARRANTY OF**

MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT; OR (C) ANY WARRANTY ARISING OUT OF ANY COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE; OR (D) THAT OUR SERVICES, THE BLOCKCHAIN SYSTEM OR THE SERVER THAT MAKES IT AVAILABLE, ARE FREE OF VIRUSES OR ERRORS, THAT ITS CONTENT IS ACCURATE, THAT IT WILL BE UNINTERRUPTED, OR THAT DEFECTS WILL BE CORRECTED. ETORO MAKES NO WARRANTY OR REPRESENTATION AND DISCLAIMS ALL RESPONSIBILITY AND LIABILITY FOR: (I) THE COMPLETENESS, ACCURACY, AVAILABILITY, TIMELINESS, SECURITY OR RELIABILITY OF THE SERVICES OR ANY CONTENT; (II) ANY HARM TO YOUR COMPUTER SYSTEM, LOSS OF DATA, OR OTHER HARM THAT RESULTS FROM YOUR ACCESS TO OR USE OF THE SERVICES OR ANY CONTENT; (III) THE DELETION OF, OR THE FAILURE TO STORE OR TO TRANSMIT, ANY CONTENT AND OTHER COMMUNICATIONS MAINTAINED BY THE SERVICES; AND (IV) WHETHER THE SERVICES WILL MEET YOUR REQUIREMENTS OR BE AVAILABLE ON AN UNINTERRUPTED, SECURE, OR ERROR-FREE BASIS. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM ETORO, ITS AFFILIATES, RELATED COMPANIES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, REPRESENTATIVES, PARTNERS, OR LICENSORS (COLLECTIVELY, "RELEASED ENTITIES"), OR THROUGH THE SERVICES, WILL CREATE ANY WARRANTY OR REPRESENTATION. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, WE DISCLAIM ALL WARRANTIES AND CONDITIONS, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. YOU ACKNOWLEDGE THAT YOU HAVE NOT ENTERED INTO THIS AGREEMENT IN RELIANCE UPON ANY WARRANTY OR REPRESENTATION EXCEPT THOSE SPECIFICALLY SET FORTH IN THIS AGREEMENT.

SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF IMPLIED TERMS IN CONTRACTS WITH CONSUMERS, SO SOME OR ALL OF THE DISCLAIMERS IN THIS SECTION MAY NOT APPLY TO YOU.

## **22.2. Limitations of Liability**

22.2.1. IN NO EVENT WILL WE, OUR LICENSORS, SERVICE PROVIDERS OR SUBCONTRACTORS (IF ANY) BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF USE, LOSS OF DATA OR LOSS OF GOODWILL), ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OF USE, OR THE PERFORMANCE OR OPERATION OF OUR SERVICES, YOUR ACCESS TO, DISPLAY OF, USE OF THE SERVICES, OR WITH DELAY OR INABILITY TO ACCESS, DISPLAY OR USE THE SERVICES, ANY COMPUTER VIRUSES, INFORMATION, SOFTWARE, LINKED SITES, PRODUCTS OR SERVICES OBTAINED THROUGH THE SERVICES, OR THE ACT OR OMISSION OF ANY BUSINESS USING OUR SERVICES OR OTHER THIRD PARTY, WHETHER SUCH LIABILITY ARISES FROM ANY CLAIM BASED UPON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE, AND WHETHER OR NOT WE, OUR LICENSORS, SERVICE PROVIDERS OR SUBCONTRACTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

22.2.2. Without prejudice to any other terms of this Agreement, we will have no liability to you in relation to any loss, costs or expenses that you suffer as a result of: (a) any delay or change in market conditions before we execute an order or before a transaction is completed; (b) Computer Viruses, spyware, scareware, Trojan horses, worms or other malware that may affect your computer or other equipment, or any phishing, spoofing or other attack. We advise the regular use of a reputable and readily available virus screening and prevention software. You should also be aware that SMS and email services are vulnerable to spoofing and phishing attacks, and you should use care in reviewing messages purporting to originate from eToro; or (c) Cyber Attack - the use or operation, as a means for inflicting harm of any computer, computer system, computer software program, malicious code, computer virus or process or

any other electronic system. Theft, robbery, burglary, hold up or other criminal taking of a computer, computer system, computer software program, malicious code, computer virus or process or any other electronic system is used in the commission of such act(s); (d) Internet and computers transmission risks; any communication failures, disruptions, errors, distortions or delays you may experience when trading via the Services, howsoever caused; (e) the protocols' (such as blockchain) failure; (f) from action taken in reliance on material, or information, contained on the eToro website or on blockchain systems; or (g) Force Majeure and any other reason beyond our control.

22.2.3. eToro shall not be liable for any and all losses caused by any Third Party.

22.2.4. In no event will the aggregate liability of eToro, our licensors, service providers, or subcontractors for any loss or damage that arises out of, or is connected with, any of the occurrences described above exceed, the amount paid, if any, by you to eToro for the Services in the month before your claim arose. The foregoing limitation applies under any theory of liability, including, without limitation, contract, tort, warranty, negligence or otherwise. The limitation of liability reflects the allocation of risk between the parties. The limitations specified in this Section will survive and apply even if any limited remedy specified in this Agreement is found to have failed its essential purpose. The limitations of liability provided in this Agreement are to the benefit of us, our licensors, service providers and subcontractors.

22.2.5. Always log into your Account through the eToro app or website to review any transactions or required actions if you have any uncertainty regarding the authenticity of any communication or notice.

22.2.6. We will not be liable in contract or tort (including, without limitation, negligence) other than where we have been fraudulent.

22.2.7. Any and all indemnities, warranties, terms and conditions (whether express or implied) are hereby excluded to the fullest extent permitted under the law.

22.2.8. SOME JURISDICTIONS DO NOT ALLOW CERTAIN WARRANTY DISCLAIMERS OR LIMITATIONS ON LIABILITY. ONLY DISCLAIMERS OR LIMITATIONS THAT ARE LAWFUL IN THE APPLICABLE JURISDICTION WILL APPLY TO YOU, AND OUR LIABILITY WILL BE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

## **23. LIMITATION OF LIABILITY & INDEMNIFICATION**

23.1 LIMITATION OF LIABILITY IN NO EVENT SHALL ETORO, ITS AFFILIATES, AND THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS BE HELD LIABLE FOR FOR ANY LOSSES CAUSED BY CRYPTOCURRENCY PRICE VOLATILITY, HARD FORKS, NETWORK FAILURES, OR ANY INDIRECT, CONSEQUENTIAL, OR SPECIAL DAMAGES, WHETHER BASED IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH ANY USE OF THE SERVICES, OR THIS AGREEMENT, EVEN IF ETORO HAS BEEN ADVISED OF OR KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE, EXCEPT TO THE EXTENT OF A FINAL JUDICIAL DETERMINATION THAT SUCH DAMAGES WERE A RESULT OF ETORO'S GROSS NEGLIGENCE, FRAUD, WILLFUL MISCONDUCT OR INTENTIONAL VIOLATION OF LAW.

23.2 Indemnification. To the maximum extent permitted by law, you agree to defend, indemnify, and hold harmless eToro, its affiliates, and their respective directors, officers, employees, and agents ("Indemnified Parties") from and against any and all third party claims, actions, suits or proceedings, as well as any and all losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees) arising out of or accruing from (a) your use of Services in violation of this Agreement, (b) your

infringement of any copyright, trademark, trade secret, trade dress, patent, or other intellectual property right of any person or defamation of any person or violation of their rights of publicity or privacy, or (c) your failure to secure and keep secret your private credentials or your revealing them to any third party.

23.3 Where Limited by Applicable Law. Because some states prohibit the limitation of liability for consequential or incidental damages, in such states the limitation of liability only with respect to consequential or incidental damages may not apply, and the respective liabilities of the Indemnified Parties are limited to the greatest extent allowable under applicable law in those states. In the event that a court or arbitration panel, as the case may be, holds that the limitations of liabilities or remedies available as set forth in this Agreement, or any portions thereof, are unenforceable for any reason, or that any of your remedies under this Agreement fail, you expressly agree that under no circumstances will the total, aggregate liability of the Indemnified Parties to you or any party claiming by or through you, for any cause whatsoever, exceed \$1,000, regardless of the form of action and whether in contract, statute, tort, or otherwise.

## **24. SECURITY INTEREST, RIGHT OF SET OFF, LIEN AND POWER OF SALE**

24.1. Security Interest. As a continuing security for the performance of all your obligations (whether actual or contingent, present or future) to us, you grant to us, with full title guarantee, a first fixed security interest in all the funds in your accounts or any other assets held by us or our nominees on your behalf, including the Cryptocurrencies held for you by eToro.

24.2. Right of Set-Off. All your money, securities, currencies, Cryptocurrencies, and other property which eToro may at any time be holding for you (either individually or jointly with others) are subject to right of set-off by eToro for your liabilities to eToro, including for Taxes we are obligated to pay or collect.

24.3. General Lien. In addition and without prejudice to any rights to which we may be entitled under this Agreement or any applicable regulations, we shall have a general lien on all assets (including your Cryptocurrencies available in your Account) held by us or our affiliates or our nominees on your behalf until the satisfaction of your obligations.

24.4. Title Transfer. You acknowledge and agree that title in or ownership of a portion or all of your money, securities, currencies, Cryptocurrencies, and other property held for your benefit by us shall be transferred to us to the extent it represents an amount necessary to secure your open positions or cover your actual or future contingent or prospective obligations, such that you will not have a proprietary claim over such assets.

24.5. Power of Sale. If an event of default by you occurs, we may exercise the power to sell all or any part of any assets held in your Account, including your Cryptocurrencies. We shall be entitled to apply the proceeds of sale or other disposal in paying the costs of such sale or other disposal and in or towards satisfaction of your obligations.

## **25. CHOICE OF LAW AND JURISDICTION**

This Agreement shall be governed by and construed in accordance with the laws of New Jersey notwithstanding any principles of conflicts of law.

By using our Services, you agree to recognize all electronic and magnetic data and documentation as admissible evidence when settling a dispute between us.

## **26. POTENTIAL CONFLICTS OF INTERESTS**

26.1. You accept and confirm that a conflict of interest may arise when the interest of eToro and its

affiliates competes or may appear to compete with your interests under this Agreement.

26.2. Specifically you hereby acknowledge and confirm that:

26.2.1. eToro and/or its affiliates typically assigns or transfers the execution of your Orders to another member of the eToro group of companies;

26.2.2. eToro and/or its affiliates may execute at the same time Orders by different users that are opposite to one another;

26.2.3. We may establish business, including without limitation, trading relationships with other issuers of financial instruments and we may have a financial interest in such instruments; and

26.2.4. We may compensate and/or share our revenues from your activity with our affiliates, partners, and/or other similar parties performing marketing activities on our behalf

26.3. eToro shall maintain controls and procedures to manage the identified conflicts of interest. eToro shall undertake ongoing monitoring of business activities to ensure that internal controls are appropriate.

## **27. ASSIGNMENT**

Subject to applicable regulations, eToro may assign this Agreement or any of our rights or obligations hereunder to another registered or authorized or unauthorized or unregistered Third Party. You may not assign this Agreement or any your rights or obligations hereunder to any other person or entity without our prior written consent.

## **28. AMENDMENTS OF TERMS AND DISCONTINUANCE OF SERVICES**

28.1. We reserve the right to amend, revise, modify, and/or change this Agreement and/or the Services at any time. All changes shall take effect immediately and such updated version of this Agreement shall be published on our website. You are responsible for checking the [Disclosure Library](#) on our website/applications periodically to review the current version of this Agreement. If you do not agree with any such modification, your sole and exclusive remedy is to terminate your use of the Services and close your Account. You agree that we shall not be liable to you or any third party for any modification or termination of the Services and/or this Agreement, or suspension or termination of your access to the Services, except to the extent otherwise expressly set forth herein.

28.2. We may, in our sole discretion and without liability to you, with or without prior notice and at any time, modify or discontinue, temporarily or permanently, all or any portion of our Services.

28.3. No provision of this Agreement can be amended by you, in any respect, except in writing by eToro, and in entering into this Agreement, you agree that you have not relied on, or been otherwise induced by, any matter not contained in such writing. For the avoidance of doubt, our customer support department employees are not authorized to amend or to waive the terms of this Agreement in any respect.

## **29. ERRORS**

In the event of an error by eToro, whether via our Services or otherwise, we reserve the right to correct such error and revise your transaction accordingly or to cancel the transaction.

## **30. LANGUAGE OF TERMS AND CONDITIONS**

eToro may elect to provide you with this Agreement and Conditions and any other documentation, information and communications ("**Communications**") in various languages. By accepting this Agreement and Conditions (in any language) you acknowledge and accept that: (a) eToro's official

language is English; and (b) in the event of any discrepancy or inconsistency between any Communication in English and the same in another language, the Communication in English shall exclusively prevail.

### **31. ENTIRE AGREEMENT**

This Agreement, including the Privacy Policy and other terms, policies and guidelines incorporated by reference as well as any other policies published on our website, constitute the entire agreement between you and eToro and govern your use of the Services, superseding any prior agreements between you and eToro with respect to the Services. The following Sections will survive any termination of this Agreement: the introduction, 23, 24 and 25. Termination of this Agreement shall not be construed to waive or release any claim that a party was entitled to assert at the time of such termination.

### **32. INDEPENDENT CONTRACTORS**

eToro and you are not legal partners or agents of each other. Instead, our relationship is that of independent contractors. This contract is solely for your and our benefit. It is not for the benefit of any other person, except for permitted successors. You may not assign or delegate this Agreement, your obligations, rights, or responsibilities. Any attempt by you to do so is void. eToro may assign or delegate this Agreement, its obligations, rights, and responsibilities, in whole or in part, at any time with or without notice to you.

### **33. ENFORCEABILITY**

If any provision of this Agreement is found by a court of competent jurisdiction or arbitrator to be invalid or unenforceable, the parties agree that the court or arbitrator should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of this Agreement shall remain in full force and effect. If the court or arbitrator cannot do so, then the parties agree that the court or arbitrator should strike the invalid or unenforceable provisions, and that the remaining provisions be given their full force and effect. If any part of this Agreement is unlawful, void, or determined to be unenforceable, that part will be deemed severable and will not affect the validity and enforceability of any remaining provisions.

### **34. COMPANY USE**

If you are using the Services on behalf of an organization, you are agreeing to this Agreement for that organization and representing to eToro that you have the authority to bind that organization to this Agreement (in which event, "you" and "your" will refer to that organization). Nevertheless, each individual that uses the Services or accepts this Agreement on behalf of an organization agrees that the permissions given to eToro under this Agreement, and the restrictions and limitations to the rights of persons and entities using the Services, apply to each such individual. You may use the Services only in compliance with this Agreement and only if you have the power to form a contract with eToro and are not barred under any applicable laws from doing so.

### **35. INTERPRETATION**

The word "or" as used in this Agreement has the meaning equivalent to "and/or". The terms "include" and "including" will be deemed to be immediately followed by the phrase "without limitation". Words used in this Agreement in the singular, where the context so permits, shall be deemed to include the plural and vice versa. This Agreement does not confer any rights or benefits to any third-party beneficiaries. The headings appearing at the beginning of sections have been inserted for identification and reference purposes only and must not be used to construe or interpret this Agreement. The word "will" expresses an obligation equivalent to "shall". This Agreement will not be construed in favour of or

against any party by reason of the extent to which any party participated in the preparation of this Agreement. We each agree to contract in the English language. No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right.

### **36. NOTICES**

Except as otherwise specified in this Agreement, all notices hereunder shall be in writing and shall be effectively given upon: (i) personal delivery, (ii) delivery of certified or registered mail, or by courier service, (iii) the first business day after sending by email. Notices shall be deemed to have been given, delivered and received upon receipt or attempted delivery (if receipt is refused), as the case may be, and the date of delivery identified by the applicable postal service on any return receipt card or confirmation by courier service, even if such delivery was refused. Notices to you will be addressed using the contact information you provided to us in connection with your Account. Notices to us will be addressed to us at our contact information below. Either party may update their contact information for notice purposes by giving the other party appropriate notice under this Section.

Our address for notices: 221 River St. 9 Floor, Hoboken, NJ 07030.

### **37. CONTACT DETAILS AND CUSTOMER SUPPORT SERVICES**

eToro is committed to disclose information to its customers which may impact and/or be of material significance to its customers and we strive to provide the most professional customer support services required in order to protect its customers interest. If you find any information that is inaccurate, not concise, misleading, insufficient or otherwise have any concern, you are welcome to contact us with any questions or concerns at the following link: <https://www.eto.com/en-us/customer-service/>. Please also use that link for technical questions or troubleshooting. For more information on how to file a complaint with us or about our complaint handling procedures, please visit <https://www.eto.com/en-us/customer-service/>.

### **38. ELECTRONIC SIGNATURES; MODIFICATIONS TO AGREEMENT; CONSENT TO ELECTRONIC DELIVERY**

You agree to transact business with eToro electronically. By electronically signing an application for an Account, you acknowledge and agree that such electronic signature is valid evidence of your consent to be legally bound by this Agreement and such subsequent terms as may govern the use of the Services, inclusive of the consent to electronic records and signatures. The use of an electronic version of any document fully satisfies any requirement that the document be provided to you in writing. You accept notice by electronic means as reasonable and proper notice, for the purpose of any and all laws, rules and regulations. You acknowledge and agree that eToro may modify this Agreement from time to time and you agree to consult the website or the application from time to time for the most up-to-date Agreement. The electronically stored copy of this Agreement is considered to be the true, complete, valid, authentic, and enforceable record of the Agreement, admissible in judicial or administrative proceedings to the same extent as if the documents and records were originally generated and maintained in printed form. You agree to not contest the admissibility or enforceability of eToro's electronically stored copy of the Agreement.

**38.1. Consent to Electronic Delivery of Documents.** By agreeing to electronic delivery, you are giving informed consent to electronic delivery of all Account Documents, as defined below, other than those you have specifically requested to be delivered in paper form. "Account Documents" include notices, disclosures, account statements, regulatory communications (such as privacy notices), trade confirmations, and any other information, documents, data, and records regarding your Account and the services (including amendments to this Agreement) delivered or provided to you by eToro and any other parties. You agree that you can download, save, or print any Account Documents you receive via electronic delivery for your records.

- 38.2. Electronic Delivery System.** You acknowledge that eToro's only methods of communication with you includes (a) posting information on our websites or applications, (b) sending email(s) to your email address of record, (c) sending other electronic communications, such as text messages or mobile push notifications, and, to the extent required by law (d) providing you with notice(s) that will direct you to the app or the website where you can read and print such information. Unless otherwise required by law, eToro reserves the right to post Account Documents on our website or applications without providing notice to you. Further, eToro reserves the right to send Account Documents to your postal or email address of record, or via our website or applications. You agree that all Account Documents provided to you in any of the foregoing manners are considered delivered to you personally when sent or posted by or on behalf of eToro, whether you receive it or not. All e-mail notifications regarding Account Documents will be sent to your e-mail address of record. You understand that e-mail messages may fail to transmit promptly or properly, including being delivered to SPAM folders. You further understand that it is your sole responsibility to ensure that any emails from eToro are not marked as SPAM. You understand and agree that if eToro emails you a Communication but you do not receive it because your email address on record is incorrect, out of date, blocked by your service provider, or you are otherwise unable to receive emails, eToro will be deemed to have provided the Communication to you. Regardless of whether or not you receive an e-mail notification, you agree to check the website regularly to avoid missing any information, including time-sensitive or otherwise important communications. Additionally, you acknowledge that the Internet is not a secure network and agree that you will not send any confidential information, including eToro Account numbers or passwords, in any unencrypted e-mails. You also understand that communications transmitted over the Internet may be accessed by unauthorized or unintended third parties and you agree to hold eToro, and eToro's respective officers and employees, harmless for any such access regardless of the cause. You agree to promptly and carefully review all Account Documents available in eToro's [Disclosure Library](#) and when they are delivered and notify eToro in writing immediately after delivery (but in no event later than 5 days after delivery) if you object to the information provided. If you fail to object in writing immediately (but in no event later than 5 days after delivery), eToro is entitled to treat such information as accurate and conclusive.
- 38.3. Costs.** Potential costs associated with electronic delivery of Account Documents may include charges from entities unrelated to eToro such as Internet access providers and telephone companies, and you agree to bear these costs. eToro will not charge you additional online access fees for receiving electronic delivery of Account Documents.
- 38.4. Revocation of Consent.** Subject to this Agreement, you may revoke or restrict your consent to electronic delivery of Account Documents at any time by notifying eToro in writing at <https://www.etoro.com/customer-service/> of your intention to do so. You understand that your request to revoke consent to electronic delivery will be processed within seven (7) business days. You also understand that you have the right to request paper delivery of any Account Document that the law requires eToro to provide you in paper form. You understand that if you revoke or restrict your consent to electronic delivery of Account Documents or request paper delivery of the same, eToro, in its sole discretion, may limit, restrict, or terminate your eToro Account, as determined by eToro in its sole discretion. You understand that neither your revocation or restriction of consent, your request for paper delivery, nor eToro's delivery of paper copies of Account Documents will affect the legal effectiveness or validity of any electronic communication provided while your consent was in effect.
- 38.5. Duration of Consent.** Your consent to receive electronic delivery of Account Documents will be effective immediately and will remain in effect unless and until either you or eToro revoke it. You understand that it may take up to seven (7) business days to process a revocation of consent to



electronic delivery, and that you may receive electronic notifications until such consent is processed.

- 38.6. **Hardware and Software Requirements.** You understand that in order to receive electronic deliveries, you must have access to: Internet access, a current web browser that includes 128-bit encryption (e.g. Internet Explorer version 9.0 and above, Firefox version 3.6 and above, Chrome version 31.0 and above, or Safari 7.0 and above) with cookies enabled, a valid e-mail address, a current version (and above) of a program that accurately reads and displays PDF files, access to your eToro trading platform account and the ability to download and access the Account Documents as eToro may specify. You should have a computer and an operating system capable of supporting all of the above. You should properly install eToro Trading Platform and the Hosted Wallet application on your mobile device should you wish to access your Account Documents in such manner. You also understand that if you wish to download, print, or save any information you wish to retain, you must have access to a printer or other device in order to do so.
- 38.7. **Changes to hardware or software requirements.** Without derogating from the requirements of the applicable laws, you are required to review these hardware and software requirements from time to time to examine whether any change to these requirements may create a material risk that you would not be able to access or retain your Electronic Records.
- 38.8. **Consent and Representations.** You hereby agree that you have carefully read the above information regarding informed consent to electronic delivery and fully understand the implications thereof. Additionally, you hereby agree to all conditions outlined above with respect to electronic delivery of any Account Document. You will maintain a valid e-mail address and continue to have access to the Internet. If your e-mail address changes, you agree to immediately notify eToro of your new e-mail address. You may update your contact information by logging into your eToro Account and visiting your profile page or by contacting our support team at <https://www.etoro.com/en-us/customer-service/>.

## Appendix 1

### Prohibited Use, Prohibited Businesses and Conditional Use

#### Prohibited Use

You may not use your Account to engage in the following categories of activity (“**Prohibited Uses**”). The specific types of use listed below are representative, but not exhaustive. If you are uncertain as to whether or not your use of the Services involves a Prohibited Use, or have questions about how these requirements apply to you, please contact us at <https://www.etoro.com/en-us/customer-service/>. By opening an Account, you confirm that you will not use your Account to do any of the following:

- **Investment Activity:** Making statements as to your eligibility to provide investment advice, portfolio management or any other services or activities which may require a license, registration, or notification in your state of residency or in the residency states of our users.
- **Endorsements:** Making statements that eToro or its affiliates endorse, maintain any control, or guarantee the accuracy or completeness of any content published, posted, or shared by you with other users.
- **Unlawful Activity:** Activity which would violate, or assist in violation of, any law, statute, ordinance, or regulation (including any AML regulation), sanctions programs administered in the countries where eToro conducts business, or which would involve proceeds of any unlawful activity; or publish, distribute or disseminate any unlawful material or information.
- **Abusive Activity:** Actions which impose an unreasonable or disproportionately large load on our infrastructure, or detrimentally interfere with, intercept, or expropriate any system, data, or information; transmit or upload any material to the eToro website that contains viruses, trojan horses, worms, or any other harmful or deleterious programs; attempt to gain unauthorized access to the eToro website, other users’ Accounts, computer systems or networks connected to the eToro website, through password mining or any other means (such as a bot, a spider, or periodic caching of information stored by eToro); use Account information of another party to access or use the eToro website; or transfer your Account access or rights to your account to a third party, unless by operation of law or with the express permission of eToro; modify, alter, tamper with, repair or otherwise create derivative works of the Services; damage, disable, overburden, or impair the Services (or any network connected to the Services); use the Services in any manner or for any purpose other than as expressly permitted by this Agreement, the Privacy Policy, and any eToro user guides and policies available via the Services.
- **Abuse Other Users:** Interfere with another individual’s or entity’s access to or use of any Services; defame, abuse, extort, harass, stalk, threaten or otherwise violate or infringe the legal rights (such as, but not limited to, rights of privacy, publicity and intellectual property) of others; incite, threaten, facilitate, promote, or encourage hate, racial intolerance, or violent acts against others; harvest or otherwise collect information from the eToro platform about others, including without limitation email addresses, without proper consent
- **Fraud:** Activity which operates to defraud eToro, eToro users, or any other person; provide any false, inaccurate, or misleading information to eToro.
- **Gambling:** Lotteries; bidding fee auctions; sports forecasting or odds making; fantasy sports leagues with cash prizes; internet gaming; contests; sweepstakes; games of chance; engage in phishing schemes or forgery or other similar falsification or manipulation of data.
- **Intellectual Property Infringement:** Engage in transactions involving items that infringe or violate any copyright, trademark, right of publicity or privacy or any other proprietary right under the law,

including but not limited to sales, distribution, or access to counterfeit music, movies, software, or other licensed materials without the appropriate authorization from the rights holder; use of eToro intellectual property, name, or logo, including use of eToro trade or service marks, without express consent from eToro or in a manner that otherwise harms eToro or the eToro brand; any action that implies an untrue endorsement by or affiliation with eToro.

- Engage in transactions relating to money laundering, terrorist financing, proliferation of weapons of mass destruction; human trafficking; any goods or services that are illegal or the promotion, offer or marketing of which is illegal or that are offered in connection with illegal, obscene or pornographic content, depict children or minors in sexual postures, depict means of propaganda or signs of unconstitutional organizations glorifying war or violating human dignity; any goods or services, promotion, offer or marketing of which would violate copyrights, industrial property rights or other rights of any person; archaeological findings; drugs, narcotics or hallucinogens; weapons of any kind; illegal gambling services; Ponzi, pyramid or any other “get rich quick” schemes; goods that are subject to any trade embargo; media that is harmful to minors and violates laws and, in particular, the provision in respect of the protection of minors; body parts or human remains; protected animals or protected plants; weapons or explosive materials; or any other illegal goods, services or transactions.

- **Prohibited Trading Techniques:**

Circumvention & Reverse Engineering. You shall not unlawfully access or attempt to gain access, reverse engineer or otherwise circumvent any security measures that we have applied to our system.

Artificial Intelligence Software. It is absolutely prohibited to use any software, at our sole discretion, which purpose is to apply any kind of artificial intelligence analysis to our system relating to the use of our Services.

Abusive trading technique. You shall not engage in trading strategies aimed at exploiting errors in prices and/or concluding trades at off-market prices, or taking advantage of internet delays (such as scalping or sniping). You are also prohibited from entering into transactions or combinations of transactions which taken together or separately are for the purpose of manipulating our platform for gain.

## **Prohibited Businesses**

In addition to the Prohibited Uses described above, the following categories of businesses, business practices, and sale items are barred from the Services (“**Prohibited Businesses**”). Most Prohibited Businesses categories are imposed by Card Network rules or the requirements of our banking providers or processors. The specific types of use listed below are representative, but not exhaustive. If you are uncertain as to whether or not your use of the Services involves a Prohibited Business, or have questions about how these requirements apply to you, please contact us at <https://www.etoro.com/en-us/customer-service/>.

By opening an Account, you confirm that you will not use the Services in connection with any of following businesses, activities, practices, or items:

- **Investment and Credit Services:** Securities brokers; mortgage consulting or debt reduction services; credit counseling or repair; real estate opportunities; investment schemes
- **Restricted Financial Services:** Check cashing, bail bonds; collections agencies.
- **Intellectual Property or Proprietary Rights Infringement:** Sales, distribution, or access to counterfeit music, movies, software, or other licensed materials without the appropriate authorization from the rights holder

- **Counterfeit or Unauthorized Goods:** Unauthorized sale or resale of brand name or designer products or services; sale of goods or services that are illegally imported or exported or which are stolen
- **Regulated Products and Services:** Marijuana dispensaries and related businesses; sale of tobacco, e-cigarettes, and e-liquid; online prescription or pharmaceutical services; age restricted goods or services; weapons and munitions; gunpowder and other explosives; fireworks and related goods; toxic, flammable, and radioactive materials; products and services with varying legal status on a state-by-state basis
- **Drugs and Drug Paraphernalia:** Sale of narcotics, controlled substances, and any equipment designed for making or using drugs, such as bongs, vaporizers, and hookahs
- **Pseudo-Pharmaceuticals:** Pharmaceuticals and other products that make health claims that have not been approved or verified by the applicable local or national regulatory body
- **Substances designed to mimic illegal drugs:** Sale of a legal substance that provides the same effect as an illegal drug (e.g., salvia, kratom)
- **Adult Content and Services:** Pornography and other obscene materials (including literature, imagery and other media); sites offering any sexually-related services such as prostitution, escorts, pay-per view, adult live chat features
- **Multi-level Marketing:** Pyramid schemes, network marketing, and referral marketing programs
- **Unfair, predatory or deceptive practices:** Investment opportunities or other services that promise high rewards; Sale or resale of a service without added benefit to the buyer; resale of government offerings without authorization or added value; sites that we determine in our sole discretion to be unfair, deceptive, or predatory towards consumers
- **High risk businesses:** any businesses that we believe poses elevated financial risk, legal liability, or violates card network or bank policies

### Conditional Use

Express written consent and approval from eToro must be obtained prior to using the Services for the following categories of business

or use (“**Conditional Uses**”). Consent may be requested by contacting us at <https://www.etoro.com/en-us/customer-service/>. eToro may also require you to agree to additional conditions, make supplemental representations and warranties, complete enhanced on boarding procedures, and operate subject to restrictions if you use the Services in connection with any of following businesses, activities, or practices:

- **Money Services:** Money transmitters, Cryptocurrency transmitters; currency or Cryptocurrency exchanges or dealers; gift cards; prepaid cards; sale of in-game currency unless the merchant is the operator of the virtual world; act as a payment intermediary or aggregator or otherwise resell any of the Services
- **Charities:** Acceptance of donations for non-profit enterprise
- **Games of Skill:** Games which are not defined as gambling under this Agreement or by law, but which require an entry fee and award a prize
- **Religious/Spiritual Organizations:** Operation of a for-profit religious or spiritual organization