

ETORO - EUROPE
TERMS AND CONDITIONS
FOR HOSTED CRYPTOASSETS WALLET SERVICE

LAST UPDATED: 10 JUNE 2025

Please read carefully these terms and conditions that follow and any other terms of use (the “**Terms**” or the “**Terms and Conditions**” and in particular the general terms and conditions you enter into that sets out your relationship with us, the “**General Terms and Conditions**”), which are published on our website under the [Terms and Condition page](#), as they form a contract between you and **eToro (Europe) Limited**, a company incorporated in Cyprus with registered number HE 200585, and its registered office and principal place of business is at KIBC (Kanika International Business Center) 7th floor, 4 Profiti Ilias Street, Germasogia 4046, Limassol, Cyprus (“**eToro**”, “**we**”, “**our**” or “**us**”). eToro is authorised by the Cyprus Securities Exchange Commission (“CySEC”) with reference number 109/10 offering the Services (as this term is defined below) under the brand name “eToro”. These Terms govern your access and use of our Services. These Terms refer to the individual or entity using the Services (including any component of the Services) as “**you**” or “**your**.”

The CySEC's contact details are as follows:

Office Address: 19 Diagorou Str. CY-1097 Nicosia, Cyprus Telephone: +357 22506600

Postal Address: P.O BOX 24996, 1306 Nicosia, Cyprus

By accepting these Terms electronically (for example, by clicking “**I Agree**” or a similarly worded button), accessing or using the Services, registering for an account with us, executing these Terms, or accepting an order that references these Terms, you are accepting and agreeing to these Terms and the policies and guidelines referenced in these Terms. 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.

We may supply different or additional terms in relation to some of our Services, and those different or additional terms become part of your agreement with us if you use those services. If there is a conflict between these Terms and the additional terms, the additional terms will govern and control with respect to the Services as to which such different or additional terms pertain.

We will notify you of amendments to these Terms by posting the revised terms on our website 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). We may provide such notice at a time prior to the amendments taking effect (if we this deem appropriate or required by Applicable Law), however unless we say otherwise in our notice, the updated Terms 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 Terms, you must stop using our Services.

BY ENTERING INTO THESE TERMS, IF YOU ARE A CUSTOMER OF ANY OF ETORO GROUP LTD. SUBSIDIARIES (SUCH AS ETORO (EUROPE) DIGITAL ASSETS LIMITED OR ETORO (UK) LIMITED (“ETORO UK”) OR ETORO AUS CAPITAL PTY LTD (“ETORO AUS”) OR ANY OTHER ETORO SUBSIDIARY (“ETORO’S SUBSIDIARIES”)) YOU ARE CONSENTING THAT THE APPLICABLE ETORO’S SUBSIDIARY SHALL TRANSMIT TO ETORO ANY DATA INCLUDING YOUR PERSONAL DATA (AS THIS TERM IS DEFINED IN THESE TERMS) AND DOCUMENTS PROVIDED BY YOU TO ANY OF THE APPLICABLE ETORO’S SUBSIDIARY. SUCH TRANSMISSION OF DATA IS REQUIRED IN ORDER TO FACILITATE AND SIMPLIFY YOUR REGISTRATION WITH ETORO AND YOUR VERIFICATION.

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 OF THESE RESTRICTIONS ON OUR WEBSITE 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, INCLUDING THE UNITED STATES, 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. A SUMMARY OF SUCH RISKS ARE DETAILED IN THESE TERMS AND THEY INCLUDE, BUT ARE NOT LIMITED TO, RISKS OF FINANCIAL LOSS, INTERNET AND COMPUTERS TRANSMISSION RISKS, BLOCKCHAIN RISKS AND SECURITY RISKS. YOU SHOULD THEREFORE CAREFULLY CONSIDER WHETHER THE SERVICES ARE SUITABLE FOR YOU IN LIGHT OF YOUR FINANCIAL CONDITION AND KNOWLEDGE. YOU SHOULD

ENSURE YOU FULLY UNDERSTAND SUCH RISKS BEFORE ENTERING INTO THESE TERMS WITH US. YOU ACKNOWLEDGE THAT YOU ARE AWARE THAT PRICES OF CRYPTOASSETS 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 MAY RESULT IN LOSS OF ALL THE CAPITAL INVESTED.

CRYPTOASSETS ALSO HAVE SPECIAL RISKS NOT GENERALLY SHARED WITH OFFICIAL CURRENCIES OR GOODS OR COMMODITIES IN A MARKET. UNLIKE MOST CURRENCIES, WHICH ARE BACKED BY GOVERNMENTS OR OTHER LEGAL ENTITIES, OR BY COMMODITIES SUCH AS GOLD OR SILVER, CRYPTOASSETS ARE A UNIQUE KIND OF CURRENCIES, BACKED BY TECHNOLOGY AND TRUST. THERE IS NO CENTRAL BANK THAT CAN TAKE CORRECTIVE MEASURES TO PROTECT THE VALUE OF CRYPTOASSETS IN A CRISIS OR ISSUE MORE CURRENCY.

WE REFER YOU TO CLAUSE 5 OF THE GENERAL TERMS AND CONDITIONS, AS WELL AS CLAUSE 7 OF SCHEDULE D OF THE GENERAL TERMS AND CONDITIONS FOR FURTHER DETAILS OF THESE RISKS. WE ALSO REFER TO THE [GENERAL RISK DISCLOSURE](#) INFORMATION ON OUR WEBSITE.

BY AGREEING TO THESE TERMS, YOU ACKNOWLEDGE THAT ETORO IS NOT RESPONSIBLE FOR THE AFOREMENTIONED RISKS, AND YOU VOLUNTARILY ASSUME AND ACCEPT SUCH RISKS IN DECIDING TO USE ETORO SERVICES.

You should print or save a copy of these Terms for your references. A downloadable copy of the most up to date version of these Terms and Conditions is also available on our website.

1. THE SERVICES

We provide access to one or more hosted cryptoassets wallets that allow users to store, hold, track, transfer and receive certain Supported Cryptoassets through the eToro Money Crypto Wallet App (the “**Hosted Wallet**”), (the “**Services**”).

Notwithstanding anything to the contrary in this Agreement and to the extent indicated the same in our application screens, you acknowledge and agree that you will not send or receive Cryptoassets to or from wallets that are not self-hosted wallets beneficially owned by you and you further represent and warrant that you will only use our Services, either for receiving or sending Cryptoassets, using Cryptoassets and wallets which you are the beneficial owner of. We reserve the right in our sole and exclusive discretion to reject and reverse any Order that was made in breach of the foregoing, with any resulting costs or losses to be borne solely by you. When we refer to your ability to send or receive Supported Cryptoassets from third parties to your Hosted Wallet, please note that this functionality is not currently available. We will notify you when we launch this functionality.

1.1. Definitions.

1.1.1. “**Cryptoasset**” is a type of decentralised digital currency or asset which is not issued by any central bank or issuer (including but not limited to cryptoassets which constitute ‘crypto-assets’ for the purposes of Regulation (EU) 2023/1114 on Markets in Crypto Assets (“**MiCA**”), as amended from time to time). Technological encryption techniques are used to produce units of the currency or asset and verify the transfer of units between owners of the cryptoasset.

1.1.2. “**Supported Cryptoassets**” means those Cryptoassets that eToro, in its sole discretion, decides to support, as shall be available from time to time in our app. The Supported Cryptoassets may change from time to time according to eToro’s sole discretion, as shall be updated in your account or reflected on our app. You will have 5 business days as of our notification of such change to withdraw any Cryptoassets which we cease to support. eToro does not accept any liability or responsibility for any losses resulting from such an update.

1.1.3. “**Supported Networks**” means those Cryptoassets’ blockchain protocols available on our app. eToro may, in its sole discretion, choose to cease its support in a 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 digital currencies in any form that are not supported by eToro, including by receiving Supported Cryptoassets through **Unsupported Networks**. eToro assumes no responsibility or liability in connection with any attempt to use eToro Services with Unsupported Networks or for Cryptoassets that eToro does not support.

2. CREATING YOUR ETORO ACCOUNT

eToro is committed to maintain safe and reputable services which comply with AML, KYC 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. We may allow you to open an account using a single-sign-on facilitated by registering and creating a separate account with an eToro Subsidiary. In such event, your account with such

eToro Subsidiary will be governed by a separate terms and conditions which will be made available to you. Factors required include the following:

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 that 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 Cryptoassets, 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 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 these Terms 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 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 or assign your account to one of eToro's affiliates.
- 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 Cryptoassets, 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 passport, proof of address or other identifying documents or information, and the countries of which you are a tax resident, and confirm whether you are a US citizen or your place of birth is in the US. You shall notify eToro in writing within 7 days as 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.etoro.com/customer-service/>.
- 2.2.6. If you are a customer of any of eToro Subsidiaries or if you have registered to other eToro services, by entering into these Terms, you are consenting that such eToro's Subsidiary may transmit to eToro any data relating to you and your account including your personal data (including your personally identifiable information and your payment details) and documents provided by you to the applicable eToro's Subsidiaries (the "**Personal Data**"). Such transmission of

data is required in order to facilitate and simplify your registration with eToro and your verification.

- 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 Cryptoassets 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 Cryptoassets to and from your account or use or continued use of 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.
- 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 on 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. In order to perform transactions via your Hosted Wallet you will need to use your personal account name and password and provide instructions 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. 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.
- 3.3. You are required to take all reasonable steps to avoid and prevent the loss, theft or misuse of such security measures and electronic device by others or any other unauthorized access to use the Services using your account credentials.
- 3.4. 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. Any loss or compromise of your electronic device or your security details may result in unauthorized access to your account and the loss of Cryptoassets held in your account. You must keep your security details and passwords safe at all times and 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 (so long as such unauthorised access is not attributable to us). 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 Cryptoassets from your account and you may never regain those Cryptoassets. If you believe that a transaction using your account has been incorrectly carried out or is not complete (an "**Incorrect Transfer**"), you must contact us as soon as possible by approaching our customer service. It is important that you regularly check your Hosted Wallet balance and your transfer history to ensure any Incorrect Transfers are identified and notified to us at the earliest possible opportunity. We are not responsible for any loss that you may sustain resulting from Incorrect Transfers unless: (i) you have notified us of the same within 5 business days of when the loss was suffered;

and (ii) the loss is attributable to our gross negligence, fraud, or wilful misconduct. Any eToro liability is subject to Clause 21 of these Terms. During any investigation of any actual or potential Incorrect Transfers, we reserve the right to suspend your account to avoid further losses.

- 3.5. 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 Hosted Wallet to submit an order ("Order"), you are authorizing us to effect a transaction in the Supported Cryptoassets indicated by you. Your Orders may include (subject always to the terms of this Agreement, Applicable Law and regulations (including Anti Money Laundering ("AML")), inter alia, the following: sending Supported Cryptoassets from your Hosted Wallet; and receiving Supported Cryptoassets from external addresses to your Hosted Wallet (after a transfer has been separately initiated from the external wallet 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 enquiry as to the genuineness, authority or the identity of any such person giving or purporting to give such Order or instruction. We receive your Order as soon as your request (which must include: (i) the address of the wallet which you intend to transfer Cryptoassets to; and (ii) the amount and type of Cryptoassets you wish to transfer and (iii) such other information detailed on our application) is submitted or received by us, and enters the network. We only provide the Hosted Wallet in relation to certain Supported Networks on which such Supported Cryptoassets run and reserve the right to add to or remove the set of networks for which our Hosted Wallet is provided at any time.
- 4.2. **eToro Rights to Cancel, Suspend or Refuse Orders.** There is no guarantee that your Order will be completed 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, 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 Anti Money Laundering ("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 Cryptoasset 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; (l) any other circumstances according to our sole discretion (such as: (i) the jurisdiction that you are located in or sending Cryptoassets to; or (ii) the type of wallet that you are receiving Cryptoassets from or sending Cryptoassets to). Where permitted by Applicable Law, if we take such an action we will notify you of the reason for our actions, how to remedy this (if applicable) and whether you have incurred any charges (and if these are reimbursable).
- 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 Cryptoasset 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 these Terms. A transaction is not complete while it is in a pending state. Supported Cryptoasset associated with transactions that are in a pending state will not be available to conduct other transactions.

- 4.5. Modification and Cancellation. Once the digital currency 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 Cryptoassets. Any attempt to cancel or modify an Order (which can be actioned through the app) 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 Cryptoasset). Accordingly, you may 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 and/or provide records. 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.
- 4.7. Pre and Post-Order Information. When you submit an Order, we will provide you with certain information before and after the execution of the Order (to the extent required by Applicable Law). This information will be provided through the application or website and free of charge, in English (or otherwise as required by Applicable Law).

5. DEPOSIT AND WITHDRAWALS

The Hosted Wallet Services allow you to deposit or withdraw Supported Cryptoassets in accordance with these Terms 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 Cryptoasset you wish to deposit. Once we receive the Supported Cryptoasset deposited by you and subject to our verification and AML policies and procedures, the appropriate number of units of the relevant Supported Cryptoasset will reflect in your account.
- 5.2. We reserve the right in our sole and exclusive discretion to reject and reverse any deposit of Supported Cryptoasset 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 deposit, we shall return said Supported Cryptoasset to the originating address. During this process Supported Cryptoassets may not end up in originating address due to internal mechanism and protocol managed by your third-party original address provider policies. We do not hold any liability for the consequences of any error in returning such Supported Cryptoasset or any errors in placing a wrong deposit address. Where permitted by Applicable Law, if we take such an action we will notify of you of the reason for our actions, how to remedy this (if applicable) and whether you have incurred any charges (and if these are reimbursable).
- 5.3. You may periodically transfer to your account any Supported Cryptoasset using a Supported Network. If you elect to transfer to your account any assets that are not supported or by using Unsupported Network, or if you deposit Supported Cryptoasset to an address that does not correspond to the exact address we provided you, such assets may be permanently lost. We do not hold any liability for the consequences of any error in depositing non-Supported Cryptoassets 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 Cryptoassets cannot be held under certain minimum quantity based on its underlying software protocols, therefore if the amount deposited is less than such minimum quantity, the Supported Cryptoasset deposited will not appear in your account.
- 5.5. 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 request and provide alternative withdrawal address.
- 5.6. The Supported Cryptoasset shall be withdrawn to your external withdrawal address in full, less eToro's fees as detailed in

our Fees Page 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 these Terms. You hereby authorize eToro to make such deduction from any Supported Cryptoasset available on your account.

- 5.7. You represent and warrant that you are fully liable in the event you choose to withdraw any Supported Cryptoasset 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 Cryptoasset you are asking to withdraw and that such address is properly formatted and insuring that there are no errors in any of the transfer instructions, otherwise, such Supported Cryptoasset may be permanently lost. We do not hold any liability for the consequences of any error in placing 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.
- 5.8. Cash-Out. Subject to the above, we may allow certain clients to cash-out specific type(s) of Supported Cryptoassets stored in their eToro Hosted Wallet by selling such Supported Cryptoassets for fiat in a transaction vis-à-vis eToro, with such fiat value being received in the client's account opened with eToro Money UK Ltd. or eToro Money Malta Ltd. or other eToro Subsidiary, as applicable ("**eToro Money Account**" and "**eToro Money**", respectively). eToro Money is not a counterparty to any cryptocurrency transaction and merely acts as the recipient of the net fiat funds you instruct eToro to pay to it on your behalf following the completion of the execution of your request. The funds received in fiat in your eToro Money Account shall be governed by separate terms and conditions between you and eToro Money. Subject to the terms herein, your request to sell 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 that discuss our approach to your Cryptoasset orders. eToro's and/or third party's fees and commissions (including blockchain fees, if applicable) shall be deducted from the amount of fiat money you will receive in your eToro Money Account. You acknowledge and confirm that the actual execution price may be higher or lower than those 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 shall reimburse you for the difference exceeding 5%. By submitting a request and to be qualified to receive this service, you agree and acknowledge that: (a) You have a fully verified eToro Money Account in your name, (b) The net consideration for the sold Supported Cryptoassets will be received in fiat in your eToro Money Account and therefore will not be available in your eToro Hosted Wallet or otherwise used to re-purchase a Supported Cryptoassets, (c) Once you have confirmed your request, this cannot be cancelled, (d) The request was initiated by you of your own free will or pursuant to your acknowledgment and consent. Therefore, you confirm and acknowledge that neither you, nor anyone acting on your behalf shall have a claim, demand or suit or ground for a claim, which now or may hereafter accrue, known or unknown, in relation to the aforementioned transaction, and (e) We may reject and refuse your request, even if you were eligible for it before and your status has not been changed at any time at our sole discretion.
- 5.9. Custody. When you hold Cryptoassets in your Hosted Wallet, we may be providing you with custody services, allowing you to store your Cryptoassets with us. When we provide such custody services to you, we will endeavour to protect your Cryptoassets in accordance with best market practice, CySEC rules and other Applicable Law. In particular:
- 5.9.1. we may appoint an affiliate or third party to hold Cryptoassets on your behalf (in accordance with Applicable Law), and we will exercise reasonable skill and care in the selection, appointment and periodic review of the firm we appoint. In this circumstance, the Cryptoassets may be held in the affiliate or third party's segregated 'wallet', or in another appropriate manner;
- 5.9.2. we, an appointed affiliate, or an appointed third party, may hold the Cryptoassets which you've bought on our platform, until we receive further instructions from you to sell or transfer that Cryptoasset, to the extent we support such transfer functionality;
- 5.9.3. where we, our appointed affiliate or appointed third party hold your Cryptoassets, those Cryptoassets will be held in a segregated account in your name and will not be pooled with the Cryptoassets of other clients. There is still a risk of loss from the use of such segregated accounts. However, detailed records of all your Cryptoassets held by us, our appointed affiliate, or the appointed third party, will be kept at all times to show that your Cryptoassets are held on your behalf in order to mitigate that risk; and
- 5.9.4. if we, our appointed affiliate, or the appointed third party become insolvent, and there is an unreconciled shortfall, you may not receive your full entitlement to the Cryptoasset, or the value of the Cryptoasset in fiat money (e.g., currencies such as US Dollars or Sterling) and you may share the shortfall proportionately with other clients.

- 5.10. We have custody policy documents (together, the “**Custody Policy**”) which sets out our approach to the Cryptoasset custody services we provide. In summary, the Custody Policy provides in relation to the Hosted Wallet:
- 5.10.1.**Segregation of Cryptoassets:** We segregate your Cryptoassets from our own (and those of our other clients) through operational and legal segregation, ensuring client assets are clearly identified and protected to the greatest extent possible in the event of insolvency.
 - 5.10.2.**Recordkeeping:** We use records and accounts to distinguish your Cryptoassets from our own and those of other clients, ensuring accurate registration, recording of legal title, and compliance with regulatory recordkeeping requirements.
 - 5.10.3.**Limitation of Loss:** We implement controls to reduce the likelihood of loss due to fraud, cyber threats, or negligence.
 - 5.10.4.**Returning Cryptoassets:** We have procedures in place to return your Cryptoassets or access means promptly, both during normal operations and in wind down scenarios.
 - 5.10.5.**Governance Structure:** We utilise a robust governance structure in relation to custody, including a three lines of defence model, to ensure appropriate risk management and monitoring.
 - 5.10.6.**Security Systems:** We have security systems in place to support our provision of custody services. These security systems include:
 - 5.10.6.1.technical security measures in relation to cold and warm storage, including the use of anti-virus software, firewalls, and disk encryption;
 - 5.10.6.2.software and hardware security measures such as specialist wallet management software and hardware security modules;
 - 5.10.6.3.network security measures, such as firewalls, network isolation, and IP restrictions; and
 - 5.10.6.4.organizational measures, such as change management, key management, and employee background checks.

6. **PRICES**

- 6.1. We may present via the Hosted Wallet indicative prices of Supported Cryptoasset quoted in fiat money and/or in any other Cryptoasset. 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 Cryptoasset as quoted by other third parties in which the Supported Cryptoasset 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.

7. **TRANSMISSION DELAYS**

- 7.1. We will always endeavour to process Orders promptly, however, processing times may differ for different Cryptoassets based on the asset type and underlying blockchain network. We will notify you of when we expect your Order to be processed and completed through the website.
- 7.2. Security-Related Delays. eToro Hosted Wallet services involves several security measures and layers to increase the security of your Cryptoasset storage at eToro. For this reason, Orders may take longer than a standard transaction(s). You acknowledge and agree that Orders may be delayed.
- 7.3. Information-Retrieval-Related Delays. eToro 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.
- 7.4. 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.
- 7.5. 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. **USE OF THE SERVICES**

- 8.1. General. In connection with your use of the eToro Services, the General Terms and Conditions continue to apply (as applicable) and in particular, provisions in the General Terms and Conditions regarding Rules of Trading and Events of Default. If you are uncertain as to whether or not your use of eToro Services is permissible, 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 prohibited activity.

- 8.2. **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.

9. **FEES**

- 9.1. **Fees and Commissions.** By using our Services you will be subject to certain fees and commissions as set forth in eToro's then-current Fee Page available at <https://www.etoro.com/trading/fees/wallet/> (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.
- 9.2. **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.
- 9.3. **Network Fees.** eToro will charge network fees (miner fees) to process Orders on your behalf. eToro will calculate the network fee in its discretion. The final network fee shall be charged at the time of the transaction. eToro will distinguish between any applicable network fees and other fees charged as part of the Services.
- 9.4. **Inactive Account.** If your account is defined as an Inactive Account (defined below), a fee for inactivity (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 Cryptoassets available in your account. Such monthly fees shall be deducted until the value of the Supported Cryptoassets in the account has reached zero and dormant account with a balance of zero Supported Cryptoassets 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 these Terms, the term "**Inactive Account**" shall mean: (a) if you have not deposited Supported Cryptoassets 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 Cryptoassets into your account and have not logged into your account for a period of at least 12 months.

10. **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, assessable 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 applicable. 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.

11. **CRYPTOASSETS PROTOCOLS**

- 11.1. **No Ownership.** eToro does not own or control the underlying software protocols which govern the operation of Cryptoassets supported by us. Cryptoassets protocols are open source and anyone can use, copy, modify, and distribute them.
- 11.2. **Operation of Cryptoassets 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 Cryptoassets 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 Cryptoassets 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. It is your responsibility to make yourself aware of upcoming operating changes and you must carefully consider publicly available information and information that may be provided by us in determining whether to continue to transact in the affected Cryptoasset. We will use reasonable efforts to provide you with notice of such operational changes, however such changes are outside of our control and may occur without notice to us.

12. **TECHNICAL FEATURES AND REQUIREMENTS**

- 12.1. **General.** You acknowledge that the Services 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.
- 12.2. **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 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 in order to connect to the internet. Furthermore, as you are using your personal computer in order 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 in the event that 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.
- 12.3. **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.
- 12.4. **Maintenance Shut Downs.** eToro may, in its sole discretion, make unscheduled deployments of 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.

13. **SUSPENSION AND TERMINATION OF ACCOUNT**

- 13.1. **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 these Terms; (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 which eToro may offer from time to time.
- 13.2. **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 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.

13.3. Transfers. Once you will be notified of your account closure you will be permitted to transfer Cryptoassets associated with your Hosted Wallet(s) at the specified timeframe as determined by eToro, unless such transfer is prohibited under any law or regulation 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 Cryptoassets.

13.4. Cancellation of Your Account. You may close your account at any time by contacting us at: <https://www.etoro.com/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 Cryptoassets 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 Cryptoassets. 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. THIRD-PARTY SERVICES

14.1. General. We may, at our discretion (and to the extent permitted by Applicable Law), 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 the 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 may not be specific legal protection that covers you for losses arising from any Cryptoassets 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. To the extent permitted by Applicable Law, 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 in regard to information provided by such third-party, except where we have acted negligently or fraudulently or otherwise as required by Applicable Law.

14.2. 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 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 these Terms. 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.

14.3. 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.

14.4. 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 Cryptoassets 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.

15. DATA ACCURACY

15.1. 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 the 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.

15.2. 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 Cryptoassets, 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.

16. OWNERSHIP OF INTELLECTUAL PROPERTY RIGHTS

16.1. 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 on 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 constitutes valuable confidential information. Accordingly, you may use it only for your own purposes and you may not redistribute the data in any way for commercial or other purposes. Subject to clause 16.2 below, eToro grants you no license or consent to use or display or use in any manner eToro Materials.

16.2. 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 these Terms. 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 these Terms. 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. These Terms do not grant to 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 these Terms. All rights not explicitly granted to you under these Terms are reserved by eToro. The license granted under this Section will automatically terminate if we suspend or terminate your access to the Services.

16.3. 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.

17. **YOUR PRIVACY**

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

18. **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 these Terms 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 platform using your account credentials. We will display all of your account activity and you will be able to view reports of account. Posting of Account Information on your online account will be deemed delivery of confirmation and account statements.

You are responsible for monitoring any such communications from us, as we may use any of these communication channels to notify you of suspected fraud or security threats in relation to your Hosted Wallet.

19. **FORCE MAJEURE EVENTS**

19.1. **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, 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 Cryptoassets; (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) or error or breach which shall occur in blockchain or in any other networks in which the Cryptoassets are being issued or traded; or (vii) catastrophe or any other occurrence which is beyond our reasonable control ("**Force Majeure Event**").

19.2. **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 these Terms 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.

20. **RISKS WARNINGS**

20.1. **General**. The risk of loss in using Cryptoassets can be substantial. You should therefore carefully consider whether using Cryptoassets is suitable for you in light of your financial situation.

You acknowledge that using Cryptoassets, their networks and protocols, involves serious risks. It is your duty to learn about all the risks involved with Cryptoassets, their protocols and networks. Even if eToro alerts you to some of the risks involved with Cryptoassets, 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 Cryptoassets, or the security of their networks or protocols.

You hereby further acknowledge that the Cryptoassets markets are determined by demand and supply only. The Cryptoassets market is a dynamic arena and their respective prices are often highly unpredictable and volatile. The prices of Cryptoassets are usually not transparent and are frequently 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 Cryptoassets. Cryptoassets' 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 willingness. 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 Cryptoassets on the open market at any particular price or time.

Please refer to our General Terms and Conditions, the General Risk Disclosure, and our website for more information on the key risks of Cryptoassets.

- 20.2. 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 Cryptoassets and events that have affected the price of Cryptoassets, but it should 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 purposes 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.
- 20.3. Internet and Computers 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 Cryptoassets) stored on your behalf. Additionally, there is a risk of cyber-attacks on the security, integrity or operation of the Cryptoassets' blockchain or other underlying technology.
- 20.4. Blockchain Risks. Since 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 in blockchain or in any other networks in which the Cryptoassets 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.
- 20.5. 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. LIMITATIONS OF LIABILITY

- 21.1. Cryptoassets are highly speculative assets which rely on a number of external variables for their existence and value. As a result, there are a number of additional risks and liabilities that you will be exposed to when using Cryptoassets. This paragraph sets out a number of these liabilities and explains the circumstances under which we will not be liable for any losses, costs, or expenses that you suffer, subject to and unless such limitation is prohibited by Applicable Law.
- 21.2. The circumstances in which we are not liable to you where you suffer a loss, cost, or expense include, to the maximum extent permitted by Applicable Law:
- 21.2.1. any delay or change in market conditions before you place an Order and when it completes or before we execute and settle a cash-out order;
- 21.2.2. any delay or interruptions caused by any computer viruses, spyware, scareware, trojan horses, worms or other malware that may affect your computer or other equipment, any cyber-attack or any phishing, spoofing or other attack on you. 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 should use care in reviewing messages purporting to originate from us;
- 21.2.3. any loss caused by theft, robbery, burglary of you or other criminal taking specifically targeting your phone, computer, computer system, computer software program, including malicious code, computer virus or process or any other electronic system used to perform such acts;

21.2.4.any loss of any kind resulting from any communication failures, disruptions, errors, distortions or delays you may experience when using the Hosted Wallet, regardless of how they are caused;

21.2.5.any loss resulting from a network failure of a Cryptoasset's cryptographic protocol;

21.2.6.any loss caused by any third party that is not attributable to us;

21.2.7.any lost profits or damages that are caused by or are connected to unauthorised use of the Hosted Wallet or Services by you, even where we or one of our representatives knew or should reasonably have known about the possibility of such damages; and

21.2.8.any loss of any kind, from action taken in reliance on material or information, contained on eToro's platform or websites and/or on the blockchain systems.

21.3. Neither eToro, its affiliates and service providers, nor any of their respective officers, directors, agents, joint venture partners, employees or representatives, will be liable for any amount larger than the value of the Cryptoassets deposited in your account at the time they are lost. As a result, for example, if you claim that we failed to process a transaction properly, your damages are limited to no more than the value of the Supported Cryptoasset at issue in the transaction. If such claim or claims are in relation to the loss of any Cryptoassets in respect of which we are providing a regulated custody service, or your ability to access any such Cryptoassets, in each case as a result of an incident attributable to us in our capacity as your provider of Cryptoasset custody services, our liability is limited to no more than the market value of the Cryptoassets that were lost at the time the loss occurred. Incidents not attributable to us include any event in respect of which we demonstrate that it occurred independently of the provision of the relevant custody service, or independently of our operations, such as a problem inherent in the operation of the distributed ledger that we do not control. In the event of any conflict between this clause and other liability provisions in Terms, including clause 25 of the General Terms and Conditions, this clause shall prevail when we are providing regulated cryptoasset custody services to you.

21.4. We also do not promise or guarantee that:

21.4.1.the Hosted Wallet, and 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;

21.4.2.the Service will be available at all times;

21.4.3.access to our app, website, any part of the Services, our Terms and other information provided by us or any part of our Services will be continuous, uninterrupted, timely, or error-free; or

21.4.4.historical Cryptoasset price data available on the platform is accurate and/or complete.

21.5. The Services are provided on an "as is" and "as available" basis without any representation or warranty, whether express, implied or statutory. To the maximum extent permitted by Applicable Law, we specifically disclaim any implied warranties of title, merchantability, fitness for a particular purpose and/or non-infringement.

22. 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 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 these Terms, (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.

eToro will use commercially reasonable efforts to notify you of any such claim, action and investigation or demand that is subject to your indemnification obligation.

23. SECURITY INTEREST, RIGHT OF SET OFF, LIEN AND POWER OF SALE

23.1. 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, not including the Cryptoassets held for you by eToro. If an event of default occurs, as a continuing security for the performance of any obligation that arises in relation to such default, you grant to us, with full title guarantee, a first fixed security interest in all the Cryptoassets in your accounts, held by us or

our nominees on your behalf.

- 23.2. **Right of Set-Off.** All your money, securities, currencies, Cryptoassets and other property which eToro may at any time be holding for you (either individually, 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.
- 23.3. **General Lien.** In addition and without prejudice to any rights to which we may be entitled under these Terms or any applicable regulations, we shall have a general lien on all assets (including your Cryptoassets available in your account) held by us or our affiliates or our nominees on your behalf until the satisfaction of your obligations.
- 23.4. **Title Transfer.** You acknowledge and agree that title in or ownership of a portion or all of your money, securities, currencies, 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. You acknowledge and agree that title in or ownership of a portion or all of your Cryptoassets held for your benefit by us shall be transferred to us to the extent it represents an amount necessary to secure your obligations to us in an event of default by you, such that you will not have a proprietary claim over such Cryptoassets.
- 23.5. **Power of Sale.** If an event of default occurs, we may exercise the power to sell all or any part of any assets held in your account, including your Cryptoassets. 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.

24. **CHOICE OF LAW AND JURISDICTION**

The laws of Cyprus apply to these Terms and Conditions and Schedules between you and us. Any claim you make against us can be heard in the courts in Limassol, Cyprus.

25. **APPLICABLE LAW AND REGULATION**

- 25.1. These Terms and Conditions and any orders and trades are subject to all Applicable Law and regulation, including (but not limited to), the CySEC rules, articles, by-laws, rules, regulations, policies, procedures and interpretations of any relevant exchanges, markets and clearing houses in which we may elect to hedge any trades; and any other applicable regulatory, self-regulatory or governmental authority requirements ("**Applicable Law**").
- 25.2. We will not be liable to you for any action, inaction, decision or ruling made pursuant to Applicable Law. We may also take or omit any action that we consider reasonable to comply with Applicable Law.

26. **POTENTIAL CONFLICTS OF INTERESTS**

- 26.1. We are required to act in your best interest when providing our Services. However, there may be instances where your interests conflict with our interests, or with another client's interests. For example:
- 26.1.1. We may assign or transfer your instructions to another member of the eToro group or companies (to the extent permitted under Applicable Law);
- 26.1.2. we may execute hedging transactions before or after entering into a transaction with you to manage our risk in relation to the transaction, which may impact the price you pay or receive for such transactions, and we will retain any profits generated by such hedging. However, we are not required to hedge transactions if we do not want to;
- 26.1.3. We may establish business, including without limitation, trading relationships with other issuers of Cryptoassets and we may have a financial interest in such Cryptoassets;
- 26.1.4. we may enter into arrangements with third parties, or with other clients, where we make payments to them or receive payments from them based on your activity or volume, where such arrangements are permitted by Applicable Law. These payments may include rebates, commissions, widened spreads and profit sharing;
- 26.1.5. we may provide, pay or receive fees, commissions or non-monetary benefits where such payments are permitted by Applicable Law;
- 26.1.6. If we act as a counterparty there may be inherent conflicts of interest; and
- 26.1.7. 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.
- 26.1.8. We are responsible for setting the price of instruments and products which can be cashed-out through the Hosted Wallet. This means that our prices will be different from the prices provided by other brokers and the market price,

as well as the current prices on any exchanges or trading platforms.

26.2. We have in place a number of internal policies and arrangements to help manage any conflicts. In addition, the potential conflicts related to trading detailed above are subject to a detailed objective criteria which is set out in our Best Execution and Order Handling Policy.

27. **LIMITATIONS**

To the extent allowed by Applicable Law, you agree that you will bring any claim or cause of action arising from or relating to your access or use of our Services within one year from the date on which such claim or action arose or accrued or such claim or cause of action will be irrevocably waived.

28. **ASSIGNMENT**

Subject to applicable regulations, eToro may assign these Terms or any of our rights or obligations hereunder to another registered or authorized or unauthorized or unregistered (to the extent permissible under Applicable Law) Third Party. You may not assign these Terms or any of your rights or obligations hereunder to any other person or entity without our prior written consent.

29. **AMENDMENTS OF TERMS AND DISCONTINUANCE OF SERVICES**

29.1. We reserve the right to amend, revise, modify, and/or change these Terms and/or the Services at any time. All changes shall take effect immediately and such updated version of these Terms shall be published in our website. You are responsible for checking this page on our website/applications periodically in order to review the current version of these Terms. 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 these Terms, or suspension or termination of your access to the Services, except to the extent otherwise expressly set forth herein.

29.2. 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.

30. **ERRORS**

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

31. **LANGUAGE OF TERMS AND CONDITIONS**

eToro may elect to provide you with these Terms and Conditions and any other documentation, information and communications (“**Communications**”) in various languages. By accepting these Terms 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.

32. **ENTIRE AGREEMENT**

These Terms, 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.

33. **INDEPENDENT CONTRACTORS**

No third-party beneficiaries; Assignment. 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 these Terms, your obligations, rights or responsibilities. Any attempt by you to do so is void. eToro may assign or delegate these Terms, its obligations, rights and responsibilities, in whole or in part, at any time with or without notice to you.

34. **ENFORCEABILITY**

If any provision of these Terms is found by a court of competent jurisdiction or arbitrator to be invalid or unenforceable, the parties agree that the court or arbitrator should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of these Terms 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.

35. **COMPANY USE**

If you are using the Services on behalf of an organization, you are agreeing to these Terms for that organization and representing to eToro that you have the authority to bind that organization to these Terms (in which event, “you” and “your” will refer to that organization). Nevertheless, each individual that uses the Services or accepts these Terms on behalf of an organization agrees that the permissions given to eToro under these Terms, 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 these Terms and only if you have the power to form a contract with eToro and are not barred under any Applicable Laws from doing so.

36. **INTERPRETATION**

The word “or” as used in these Terms 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 these Terms in the singular, where the context so permits, shall be deemed to include the plural and vice versa. These Terms do 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 these Terms. The word “will” expresses an obligation equivalent to “shall”. These Terms 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 these Terms. We each agree to contract in the English language. No failure or delay by either party in exercising any right under these Terms will constitute a waiver of that right.

37. **NOTICES**

Except as otherwise specified in these Terms, 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 address 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: KIBC (Kanika International Business Center) 7th floor, 4 Profiti Ilias Street, Germasogia 4046, Limassol, Cyprus.

38. **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 inaccurate, not concise, misleading, insufficient or otherwise have any concern, you are welcome to [contact us](#) with any questions or concerns. To file a complaint please click contact our customer service [here](#). You can also contact us at our address: KIBC (Kanika International Business Center) 7th floor, 4 Profiti Ilias Street, Germasogia 4046, Limassol, Cyprus.

Further details on our complaint procedures can also be found at Clause 9 of the General Terms and Conditions.