



Statutory FAIS Disclosure Notice

Statutory disclosure notice in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 ("FAIS Act")

Disclosure and Declaration

As a customer of VALR DAM Pty Ltd (Registration Number: 2022/869848/07 and FSP Number: #54897) ("VALR DAM"), you have the right to the information in this document.

FSP DETAILS				
Name:	VALR DAM Proprietary Limited			
FSP license number:	54897			
FAIS approval date:	20/09/2025			
Registration number:	2022/869848/07			
Address:	9th Floor Atrium on 5th Building 5th Street Sandton 2196			
Contact details:	Support Helpdesk: https://support.VALR.com/hc/en-us/requests/new Website: https://www.VALR.com/			
FINANCIAL PRODUCTS AND SERVICES				
Category Description	Advice Automated	Advice Non-automated	Intermediary Scripted	Intermediary Other
Category I				
Structured Deposits	N/A	X	N/A	X
Securities and Instruments	N/A	X	N/A	X
Participatory interest in a hedge fund	N/A	X	N/A	X
Shares	N/A	X	N/A	X
Money market	N/A	X	N/A	X

instruments				
Debentures and securitised debt	N/A	X	N/A	X
Warrants, certificates and other instruments	N/A	X	N/A	X
Bonds	N/A	X	N/A	X
Derivative instruments	N/A	X	N/A	X
Participatory interests in a collective investment scheme	N/A	X	N/A	X
Long-term Deposits	N/A	X	N/A	X
Short-term Deposits	N/A	X	N/A	X
Category II				
Structured Deposits	N/A	N/A	N/A	X
Securities and Instruments	N/A	N/A	N/A	X
Participatory interest in a hedge fund	N/A	N/A	N/A	X
Shares	N/A	N/A	N/A	X
Money market instruments	N/A	N/A	N/A	X
Debentures and securitised debt	N/A	N/A	N/A	X
Warrants, certificates and other instruments	N/A	N/A	N/A	X
Bonds	N/A	N/A	N/A	X
Derivative instruments	N/A	N/A	N/A	X
Participatory interests in a collective investment scheme	N/A	N/A	N/A	X
Long-term Deposits	N/A	N/A	N/A	X
Short-term Deposits	N/A	N/A	N/A	X

TERMS OF SERVICE	
<p>All trading taking place on VALRs platform is governed by VALR's Terms of Service as found here: https://support.VALR.com/hc/en-us/articles/360019021931-Terms-of-Service</p> <p>And</p> <p>VALR's Futures Trading Terms of Service as found here: https://support.valr.com/hc/en-us/articles/11154102227100-Futures-Terms-of-Service</p>	
FAIS REGISTERED COMPLIANCE OFFICER	
Name of Compliance Officer(s):	MR RE VOLSCHENK
Email Address:	compliance@VALR.com
COMPLAINTS	
<p>VALR DAM's complaints resolution process and procedure is available and published on our website www.VALR.com.</p> <p>Complaints should be submitted to us in writing and must contain all relevant information. Copies of all relevant documentation must be attached thereto.</p> <p>If you would like to lodge a complaint, please either:</p> <ul style="list-style-type: none"> • Log a complaint using VALR DAM's complaints / request submission process found here: Submit a request – VALR Help Center; or • Email: faiscomplaints@VALR.com 	
FAIS OMBUDSMAN	
<p>Please note that prior to lodging a complaint with the abovementioned authorities, you are required to lodge a complaint with VALR DAM and only after confirmation by VALR DAM that they are unable to resolve the complaint may it be escalated to the applicable authorities mentioned above.</p> <p>If you believe that your complaint has not been resolved satisfactorily by VALR DAM once you have reached the end of VALR DAM's Complaints Procedure as found on VALR DAM's website, you may lodge a complaint with the Ombudsman.</p> <p>The contact details of the Ombudsman are set out below:</p>	
Ombudsman Details:	
Address:	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010
Email:	info@faisombud.co.za
Telephone:	General Line: 012 762 5000

	Sharecall: 086 066 3274 (toll-free)
Website:	www.faisombud.co.za
VALR DAM KEY INDIVIDUALS AND REPRESENTATIVES	
<p>VALR DAM's key individuals and representatives are listed on the Financial Sector Conduct Authority ("FSCA") website (available at www.fsca.co.za) along with the details of the registered financial products of both VALR DAM and its key individuals and representatives.</p> <p>VALR DAM has the necessary controls and procedures in place to ensure its key individuals and representatives comply with the prescribed Fit and Proper Requirements (this includes experience, qualifications, regulatory examinations and honesty and integrity requirements) as outlined in the FAIS Act.</p> <p>VALR DAM accepts legal responsibility for those authorised activities that its key individuals and representatives may perform within the course and scope of their employment, mandate and authorisation by VALR DAM.</p> <p>VALR DAM representatives are authorised to render intermediary services on our behalf in respect of the product suppliers mentioned in this disclosure.</p> <p>VALR DAM will disclose to you if a representative is under supervision when they render financial services to you; or whether the intermediary services rendered is in terms of an exemption granted by the FSCA.</p>	
CONFLICT OF INTEREST	
<p>VALR DAM has implemented a Conflict of Interest Policy as required by the FAIS Act. A copy of this policy is available upon request.</p> <p>VALR DAM does not hold any equity interests in any product suppliers.</p>	
INSURANCE	
<p>VALR DAM is in the process of obtaining the professional indemnity and fidelity insurance cover required under the FAIS Act and applicable ODP regulatory framework.</p>	
FICA	
<p>VALR DAM is registered as an accountable institution in accordance with the Financial Intelligence Centre Act, 38 of 2001.</p>	
PROTECTION OF PERSONAL INFORMATION	
<p>All information obtained or received by VALR DAM is subject to our privacy policy which is available on our website: https://support.VALR.com/hc/en-us/articles/360018715132-Privacy-Policy</p> <p>Please note that in respect of any application, order, instruction or other contractual information that is required to be completed for, or submitted by or on your behalf that relates to the purchase of or investment in any financial product, including any amendment thereof or variation thereto, all material facts must be accurately and properly disclosed and the accuracy and completeness of all answers, statements or other information provided by you or on your behalf are your own responsibility.</p>	

DOCUMENT STORAGE

VALR DAM keeps all legal documents, and records of communication, for the financial services provided to customers, on record for the relevant legislated periods. Back-ups of electronic records are made.

WAIVER OF RIGHTS

VALR DAM will not ask or force a customer to waive any of their rights in terms of the FAIS Act.

DISCLAIMER

Trading or investing in crypto assets is risky and may result in the loss of capital as the value may fluctuate.

Please refer to VALR DAM's Risk Disclosures page which is available on our website: <https://support.VALR.com/hc/en-us/articles/9451988673308-Risk-Disclosures>

CUSTOMER DECLARATION

By making use of VALR DAM's services, you agree to be bound by the VALR Terms of Service, and you hereby confirm that you have read and understood the contents of this Statutory Disclosure Statement.