



## 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 Pty Ltd (Registration Number: 2018/211274/07 and FSP Number: #53308) ("VALR"), you have the right to the information in this document.

| FSP DETAILS   |   |                      |                       |                    |
|---|---|----------------------|-----------------------|--------------------|
| Name:   | VALR Proprietary Limited  |                      |                       |                    |
| FSP license number:                                   | 53308   |                      |                       |                    |
| FAIS approval date:                                   | 12/04/2024  |                      |                       |                    |
| Registration number:                                  | 2018/211274/07  |                      |                       |                    |
| Address:  | 9th Floor<br>Atrium on 5th Building<br>5th Street<br>Sandton<br>2196  |                      |                       |                    |
| Contact details:                                      | <b>Support Helpdesk:</b><br><a href="https://support.valr.com/hc/en-us/requests/new">https://support.valr.com/hc/en-us/requests/new</a><br><br><b>Website:</b><br><a href="https://www.valr.com/">https://www.valr.com/</a> |                      |                       |                    |
| FINANCIAL PRODUCTS AND SERVICES                       |   |                      |                       |                    |
| Category Description                                  | Advice Automated  | Advice Non-automated | Intermediary Scripted | Intermediary Other |
| CATEGORY I -<br>Crypto Assets                         | N/A   | X                    | N/A                   | X                  |
| CATEGORY II -<br>Discretionary FSP -<br>Crypto Assets | N/A   | N/A                  | N/A                   | X                  |

| TERMS OF SERVICE   |   |
|--|---|
| <p>All trading taking place on VALR's platform is governed by VALR's Terms of Service as found here: <a href="https://support.valr.com/hc/en-us/articles/360019021931-Terms-of-Service">https://support.valr.com/hc/en-us/articles/360019021931-Terms-of-Service</a></p>   |   |
| FAIS REGISTERED COMPLIANCE OFFICER   |   |
| Name of Compliance Officer:  | Nicola Anne Oates   |
| Email Address:   | <a href="mailto:compliance@valr.com">compliance@valr.com</a>                                  |
| COMPLAINTS   |   |
| <p>VALR's complaints resolution process and procedure is available and published on our website <a href="http://www.valr.com">www.valr.com</a>.</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"> <li>• Log a complaint using VALR's complaints / request submission process found here: <a href="#">Submit a request – VALR Help Center</a>; or</li> <li>• Email: <a href="mailto:faiscomplaints@valr.com">faiscomplaints@valr.com</a></li> </ul> |   |
| FAIS OMBUDSMAN   |   |
| <p>Please note that prior to lodging a complaint with the abovementioned authorities, you are required to lodge a complaint with VALR and only after confirmation by VALR 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 once you have reached the end of VALR's Complaints Procedure as found on VALR'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,<br>125 Dallas Avenue,<br>Waterkloof Glen,<br>Pretoria<br>0010 |
| Email:   | <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>                                |
| Telephone:   | General Line: 012 762 5000<br>Sharecall: 086 066 3274 (toll-free)                             |
| Website:   | <a href="http://www.faisombud.co.za">www.faisombud.co.za</a>                                  |

### VALR KEY INDIVIDUALS AND REPRESENTATIVES

VALR's key individuals and representatives are listed on the Financial Sector Conduct Authority ("FSCA") website (available at [www.fsca.co.za](http://www.fsca.co.za)) along with the details of the registered financial products of both VALR and its key individuals and representatives.

VALR 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.

VALR 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.

VALR representatives are authorised to render intermediary services on our behalf in respect of the product suppliers mentioned in this disclosure.

VALR 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.

### CONFLICT OF INTEREST

VALR has implemented a Conflict of Interest Policy as required by the FAIS Act. A copy of this policy is available upon request.

VALR does not hold any equity interests in any product suppliers.

### INSURANCE

As a crypto asset services provider (CASP), VALR is currently exempted by the FSCA from section 13 of the General Code of Conduct and Board Notice 123 of 2009, with regards to having professional indemnity and fidelity insurance cover in place.

### FICA

VALR is registered as an accountable institution in accordance with the Financial Intelligence Centre Act, 38 of 2001.

### PROTECTION OF PERSONAL INFORMATION

All information obtained or received by VALR is subject to our privacy policy which is available on our website: <https://support.valr.com/hc/en-us/articles/360018715132-Privacy-Policy>

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.

**DOCUMENT STORAGE**

VALR 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 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'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'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.