

# Terms and Conditions for Participants of Lykke Netherlands B.V.

PLEASE READ THESE TERMS OF USE CAREFULLY. BY CLICKING TO ACCEPT, OR BY ACCESSING OR USING OUR SERVICES, YOU AGREE TO BE BOUND BY THESE TERMS OF USE AND ALL TERMS INCORPORATED BY REFERENCE.

If you are accepting these terms on behalf of an entity, you confirm that you are authorized on behalf of that entity to agree to be bound by these Terms of Use and all terms incorporated by reference and to enter into a legally binding transaction (transaction means the creation of the binding contract with counterparties).

## 1. SCOPE

These are the Terms of Use of Lykke Netherlands B.V. (hereinafter referred to as “Lykke”, “we” or “us”).

These Terms apply to any access and use of our Android and iOS mobile apps, our website at <https://www.lykke.com/>, our online services, and any of our services related to or utilizing any of the foregoing which we refer to in these Terms, collectively, as “Services”, “Lykke Services” or “our Services”.

## 2. CONTRACTUAL BASIS

Your contract is concluded with Lykke. In addition to these Terms the following contractual documents of Lykke apply:

- Listing Rules
- Trading Rules
- Privacy Policy of Lykke Corp, that applies mutatis mutandis to personal data obtained by Lykke.

In case of discrepancy the order of priority is as follows:

1. Specific contracts and rules (including the ones as defined above) of Lykke
2. These Terms of Use of Lykke.
3. The three policies as defined above
4. Applicable laws (to the extent they are not mandatory such as the laws on consumer protection).

## 3. ELIGIBILITY AND AGREEMENT

Participation in Lykke Services is open to all who want to trade in cryptocurrencies, tokens and other instruments (hereinafter referred to as "Products") listed on Lykke. You must ensure that you use and access Lykke Services only in your own name and for your own Lykke Wallets (as defined in the Trading Rules).

If you are acting for a legal entity, you must ensure that you:

(a) use and access Lykke Services on behalf of the legal entity; and

(b) that you are authorised to enter into transactions on behalf of the legal entity.

Lykke may, at any time and for any reason and without notice, terminate, suspend or change the username and/or password of any authorised person.

To use the Lykke Services, you must provide a valid mobile phone number and e-mail address. The number is used as part of the authentication process. As part of using the Lykke Services, you are agreeing to receive unencrypted e-mails and 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 Lykke Services. If Lykke 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, Lykke may suspend, terminate or otherwise restrict your use of the Lykke Services.

#### **4. ANTI-MONEY-LAUNDERING (AML) REGULATIONS**

You acknowledge and agree that Lykke must proceed all necessary checks according the applicable AML regulations, in particular but not limited to Know Your Customer (KYC) checks before allowing you to use the Lykke Services.

#### **5. REGISTRATION REQUIREMENTS**

The Lykke Services are for the use only of the registered participants. You agree that the information you provide to Lykke during any identity verification processes is accurate and complete, and will be updated as necessary to keep it so. If you are under 18 years of age, you are not authorized to use the Lykke Services.

It is on the sole discretion of Lykke whether it will approve access to the Services. Additionally, Lykke reserves the right to temporarily or permanently suspend the Services, including where required or recommended by applicable governmental, regulatory or law enforcement requirements or where you fail to provide sufficient information to verify your identity.

#### **6. THE LYKKE SERVICES**

Lykke is a provider of trading services through an electronic wallet service (hereinafter referred to as "Lykke Wallets" or "our" wallet or "Lykke Trading Wallet" or "Lykke Private Wallet" as defined in the Trading Rules). These Lykke Wallets and the Services can be accessed by the use of the Lykke app. The purpose of this electronic wallet is trading in and storing of Products. The objects being traded and stored in the Lykke Wallets that are accepted to be listed on the Lykke trading venue are Products (as defined above, section 3).

Within the Lykke app the user can buy or sell Products by using the digital currencies bitcoin (BTC) and ether (ETH) as payment option.

#### **7. YOUR RESPONSIBILITIES REGARDING THE USE OF THE SERVICES**

You are responsible for ensuring that your personal information in your Lykke profile is updated and correct, including your e-mail address and mobile phone number, as well as the KYC data provided. You are also responsible for maintaining adequate security, control and confidentiality of your device access, your Lykke Wallet information, including any personal identification numbers (PINs), passwords, 12-word-backup/re- store-key, API keys or other codes associated with your Lykke Wallets and any activity occurring within these Lykke

Wallets. The loss or compromise of this information may result in unauthorized access of your Lykke Wallets, and loss or theft of any Products held in your Lykke Wallets.

If you believe your Lykke Wallets have been compromised, or you need to report a security incident, or you have experienced any operational problems, or have a security concern, please contact us immediately at [support@lykke.com](mailto:support@lykke.com) describing the issue at hand as thoroughly as possible including the date, type of problem and part of the Lykke site or Lykke Services where you experienced that problem. You are responsible for (i) immediately notifying us of any unauthorized use of your password or Lykke Wallets or any other

breach of security, and (ii) ensuring that you log out from your Lykke Wallets at the end of each session when accessing the Lykke Services.

We have no responsibility for any loss that you suffer as a result of failing to comply with this section or failure to follow or act on any notices or alerts that we may send to you.

## **8. AVAILABILITY OF SERVICES**

Lykke will provide a wallet on a mobile application, a web application, communication tools and an application programming interface (API). You will provide the requirements to use these instruments. Lykke is not liable for the functionality of any other systems than the ones which it provides.

Subject to these Terms, Lykke shall use reasonable efforts to make available, operate and maintain the Lykke Services during the term of these Terms and to permit you to access and use the Lykke Services in accordance with these Terms. Lykke shall use all reasonable efforts to promptly notify you of any difficulties experienced by us or other participants with respect to their access to or the use of the Lykke Services, but only to the extent that Lykke is aware of such difficulties and reasonably determines that they are material to your access and use of the Lykke Services. Similarly, you shall notify Lykke the soonest possible in case you become aware of any material technical failures of or difficulties with the Lykke Services or upon becoming aware of any material breach (or any event which, by giving notice and/or the lapse of time, would constitute a material breach) of these Terms.

Our Services may evolve over time. This means we may apply changes, replace, or discontinue (temporarily or permanently) our Services at any time for any reasonable cause with two days' notice or without notice in case of a Force Majeure. In this case, you may be prevented from accessing or using our Services. If, in our sole discretion, we decide to permanently discontinue our Services, we will provide you with a notice via our app, website and via e-mail.

You accept and acknowledge that the Lykke Services may not be accessible in every country of your residence, in particular because of regulatory requirements.

## **9. FORCE MAJEURE**

A Force Majeure Event includes without limitation each of the following:

a) Government actions, the outbreak of war or hostilities, the threat of war, acts of terrorism, national emergency, riot, civil disturbance, sabotage, requisition, or any other international calamity, economic or political crisis;

b) Act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic or other natural disaster;

c) Labour disputes and lock-out;

f) Breakdown, failure or malfunction of any electronic, network and communication lines (not due to the fault of Lykke);

g) Any event, act or circumstances not reasonably within Lykke's control and the effect of that event(s) is such that Lykke is not in a position to take any reasonable action to cure the default.

## **10. TRADING**

Funds as means of payment for Products will be accepted via digital currency transfer (BTC, ETH, etc.) or any other method of electronic money transfer (where the originator is you) acceptable by Lykke from time to time. Lykke may not accept third party or anonymous payments in favour of your Lykke Trading Wallet.

To buy or sell Products with the Lykke Trading Wallet, simply click on the price button at the so called "Ex- change" tab of our app. You will be taken through a process that specifies and confirms the buy or sell order.

You acknowledge, agree and accept that a transaction on Lykke may not be completed, or may be substantially delayed. When you send the buy or sell order via the Services, you authorize us to match your order and submit the resulted trade transaction in Products to the network in accordance with the instructions you provide via the Services.

## **11. FINALITY AND IRREVOCABILITY**

Any transaction based on the bitcoin blockchain is irrevocable and final as soon as the commitment transactions have been signed and exchanged.

Any transaction based on the ethereum blockchain is irrevocable and final as soon as it is settled on the blockchain.

## **12. CANCELLATION**

Lykke shall, in its discretion, elect to avoid any transaction rendering the transaction void ab initio where:

(a) your admission as participant has been suspended by Lykke;

(b) the listing of the Products in respect of which a transaction is instructed has been suspended or cancelled;

(c) you are in Default (see section 17);

(d) Lykke determines at its discretion that incomplete or conflicting details have been submitted by you, or any third parties in relation to a transaction;

(e) the transaction results or appears to result from a communication or information technology error or problem;

(f) the transaction is or appears in the sole discretion of Lykke to be tainted by or connected with fraud, illegality, insider dealing, market abuse, money laundering or any other breach of applicable laws and regulations or contractual arrangements;

(g) the transaction is or appears to be a result of an event of Force Majeure;

(h) the transaction is one which any governmental authority, requires or requests that Lykke treat as void and Lykke considers, in its discretion, that compliance with such a request would be appropriate.

Moreover, the terms of a transaction executed on the trading venue consists a "mistrade" when there is an obvious error in any term, such as price, number of shares or other unit of trading, or identification of the security. A transaction made as a mistrade may be cancelled by both parties or determined by the trading venue. If a participant or Lykke submitted erroneously an order to the trading venue which is a mistrade, each of them may request that the trading venue review the transaction under these Terms and Conditions. The trading venue shall review the transaction under dispute and determine whether it is clearly erroneous, with a view toward maintaining a fair and orderly market and the protection of investors and the public interest.

Lykke shall not incur any liability as a result of losses sustained by you by reason of such cancellation.

### **13. RISKS AND PRICE VOLATILITY**

You understand and accept the risks in connection with trading of the Products as defined above (see section 3) on Lykke and using the Services as set forth above and hereinafter. In particular, but not limited to, you understand the inherent risks listed hereinafter:

a) Risk of software weaknesses: You understand and accept that the underlying software application and software platform (i.e. the bitcoin and ethereum blockchain) is still in an early development stage and unproven, why there is no warranty that the Services will be uninterrupted or error-free and why there is an inherent risk that the software could contain weaknesses, vulnerabilities or bugs causing, inter alia, the complete loss of Products.

b) Regulatory risk: You understand and accept that the blockchain technology allows new forms of interaction and that it is possible that certain jurisdictions will apply existing regulations on, or introduce new regulations addressing, blockchain technology based applications, which may be contrary to the current setup of Lykke and which may, inter alia, result in substantial modifications of the Lykke Services, including its termination.

c) Risk of loss of private key: Lykke can only be accessed by using the Lykke Trading Wallet with a combination of your Lykke Trading Wallet information (address), private key and password. The private key is encrypted with a password. You understand and accept that if your private key file or password respectively got lost or stolen, the obtained Products associated with your Lykke Trading Wallet (address) or password will be unrecoverable and will be permanently lost.

d) Risk of theft: You understand and accept that the underlying software application and software platform (i.e. the bitcoin and ethereum blockchain) may be exposed to attacks by hackers or other individuals that could result in theft or loss of the Products.

e) Risk of mining attacks: You understand and accept that the blockchain used for by Lykke is susceptible to mining attacks, including but not limited to double-spend attacks, majority mining power attacks, “selfish-mining” attacks, and race condition attacks. Any successful attacks present a risk to the Lykke Services.

Lykke cannot and does not guarantee that the transactions in Products will be profitable. You acknowledge and agree that the transactions in Products may be highly volatile (i.e. high volatility may occur during important news events, economic surprises, unusual social events etc.) and that buying and selling Products involves the risk of acquiring rights against an issuer who might not be creditworthy.

#### **14. PUBLIC AND PRIVATE KEY, CUSTODY**

When you create a Lykke Trading Wallet, the Services generate and store an encrypted digital private and public key pair that you may use to send buy or sell orders in Products. The public key generated by the Services works as your Lykke Trading Wallet address, and may be shared with the network and with others to complete the Products’ transactions. The private key uniquely matches the Lykke Trading Wallet address and must be used in conjunction with the Lykke Trading Wallet address to authorize the transfer of Products from or to that Lykke Trading Wallet address.

The private key is stored on the secured area of your mobile phone encrypted by the password. The private key is also stored as SHA-256 encrypted string at cloud infrastructure, so that you may use multiple devices

or recover Lykke Trading Wallet on another device in case your device is lost or stolen. The private key is encrypted by your password. The password may be temporarily stored encrypted by PIN/TouchID during the opened session. When the session closes due to logging out, or inactivity timeout, or the application is reinstalled, or by demand of the user, or by the action of the Lykke compliance service, you have to login again using your password. The password cannot be recovered. In case you forget your password, you will need to wait until the lock period is over in order to refund your Products.

Lykke does not obtain nor benefit of any legal or beneficial right, title or interest in the Products that you store in your Lykke Trading Wallet. The Lykke Trading Wallet is assigned to a 2-of-2 multisignature address: one signature (private key) is controlled by you and the second signature (private key) is controlled by Lykke. That means that two private keys are needed to buy or sell Products, both yours and Lykke's. Lykke cannot spend your Products without asking for your signature even if Lykke was corrupt or damaged.

You need to make sure that your Products are properly backed up and protected from theft. However, If your private key was stolen, the thief cannot steal the Products without having the private key.

#### **15. DATA PROTECTION**

The information provided pursuant to these Terms will be used by Lykke and/or any of its group undertakings, (together with other Lykke Companies, the “Group”) for the purposes of providing you with Products, services and data pursuant to these Terms and enabling the Group to perform its business activities.

You acknowledge and agree that any entity within the Group may disclose your data, including personal data and sensitive personal data as defined under the Swiss Federal Data Protection Act (“Participant Data”) to organisations within and outside of the Group for

the purpose of providing Products, services and data to you, and performing its business activities and any other activities.

You explicitly consent to the export of your data to a location outside your country of domicile and to third parties outside the Group.

In addition, the Lykke Privacy Policy applies.

## **16. PROHIBITED ACTIVITIES**

You agree that you will not use the Lykke Services to perform any type or sort of illegal activity or to take any action that negatively affects the performances of the Lykke Services. You may not engage via the Services of the following activities, nor help a third party in any such activity to:

- 1) attempt to gain unauthorized access to our Services or another user's Lykke Trading Wallet;
- 2) make any attempt to bypass or circumvent any security features;
- 3) violate any law, statute, ordinance, regulation or these Terms and other contractual documents as referred to herein (see section 2 above);
- 4) reproduce, duplicate, copy, sell or resell our Services for any purpose except as authorized in these Terms;
- 5) engage in any activity that is abusive or interferes with or disrupts our Services for example DDoS attack.

If you are blocked by Lykke from accessing the Lykke Services, you agree not to implement any measures to circumvent such blocking. Use of our Services in connection with any transaction involving illegal Products or services is prohibited. Lykke compliance service implements regular checks on the traces of transactions in Products to discourage the use of funds of dubious origin, including ponzi schemes, Tor internet, mixers, etc. Lykke reserves the right to temporarily or permanently suspend your Lykke Trading Wallet or otherwise restrict your use of the Lykke Services if any violation of the contractual framework (as defined in section 2 above) occurs. Additionally, in case of a participant's violation, Lykke reserves its legal rights.

## **17. DEFAULT**

Each of the following constitutes an "Event of Default":

- a) Your failure to perform any obligation due to Lykke;
- b) Where any representation or warranty made by you is or becomes untrue;
- c) You are unable to pay your debts (if any arise) when they fall due;
- d) Any other circumstance where Lykke reasonably believes that it is necessary or desirable to take any action set out in the below paragraph;
- e) You are performing a prohibited activity as specified in section 16, you involve Lykke in any type of fraud or illegality and if Lykke suspects that you are engaged into money laundering activities or terrorist financing or other criminal activities;

f) Commencement of proceedings or investigations against you by a governmental authority, including but not limited to the request for an action set out in the below paragraph by a competent governmental authority or body or court;

g) In cases of material violation by you of the requirements established by any applicable laws, such materiality determined in good faith by Lykke;

h) Any other situation where it would not be in the best interest of Lykke that you continue to be a participant.

If an Event of Default occurs, Lykke may at its absolute discretion, at any time and without prior notice, take one or more of the following actions:

a) Terminate these Terms without notice;

b) Debit your Lykke Wallet(s) for the amounts which are due to Lykke (if any);

c) Close any or all of your Lykke Wallets;

d) Combine your Lykke Wallets, consolidate the balances and to set off those balances;

e) Refuse to open new wallets for you.

## **18. CONFIDENTIALITY**

Each of Lykke and you hereto acknowledge and agree that the other party will receive or have access to confidential information.

You and Lykke undertake in respect of Confidential Information of which they are the recipient:

a) to treat such information as confidential;

b) not, without the disclosing party's prior written consent, which is not to be unreasonably withheld, to communicate or disclose any part of such information to any person except to:

i. those of its representatives, on a need to know basis who are directly involved in using or providing or facilitating the provision or use of the Services; or

ii. the recipient's auditors, professional advisors and any other persons or bodies having a legal right or duty to have access to, or knowledge of, the confidential information in connection with the business of the recipient;

c) to ensure that all recipients mentioned in paragraph (b)(i) above are made aware, prior to disclosure, of the confidential nature of the confidential information and that they owe a duty of confidence to the disclosing party and to ensure that such recipients comply with this paragraph; and

d) not to use or circulate such information within its own organisation except to the extent necessary for the purposes of, and in compliance with, the restrictions in this paragraph.

The obligations in this paragraph will not apply to any confidential information which is:

- a) in the recipient's possession (with full right to disclose) before receiving it; or
- b) becomes public knowledge other than by breach of this paragraph; or
- c) independently developed by the recipient without access to or use of the Confidential Information; or
- d) lawfully received from a third party (with full right to disclose); or
- e) trade data and which has to be disclosed to governmental authorities according to applicable laws, or
- f) it is considered as publicly available market data.

Either party may disclose any confidential information (including all or any part of these Terms) if obliged to in order to comply with applicable laws, including following the request from any competent court, regulator or similar governmental authority. To the extent it is legally permissible to do so, such party will promptly notify the other party in writing of such obligation on request.

Upon termination of these Terms, each of you and Lykke will, within a reasonable period of time thereafter, return all confidential information received from the other party and copies made thereof by the receiving party, or certify in writing that, to the best of its knowledge and belief, all such confidential information has been destroyed; provided, however, that each party may retain an archival copy of the disclosing party's confidential information to be used only in the event of a dispute regarding these Terms or as may be required in connection with legal or regulatory matters involving these Terms.

## **19. INDEMNIFICATION**

You agree to indemnify, defend and hold Lykke, its employees, agents, consultants, subsidiaries, partners, affiliates, and licensors, harmless against any and all claims, costs, losses, damages, liabilities, judgments and expenses (including reasonable fees of attorneys and other professionals) arising from or in any way related to your use of our Services, your violation of these Terms, or your violation of any rights of any other person or entity.

## **20. LIMITATION OF LIABILITY**

Lykke is liable to you for direct loss caused by defective performance of a contract where the wilful intent or negligence is attributable to Lykke.

Lykke shall assume no liability for any further claims, e.g. relating to compensation for indirect or consequential loss, lost profit or loss of earnings, unrealised savings or additional expense incurred, regardless of the legal grounds.

You are fully aware that the access to and the use of the Lykke Services through the internet, the Lykke Wallets and from abroad might violate foreign laws applicable to you. You undertake to inform yourself and to assume sole liability for any risks relating to such foreign legislation. Any responsibility of Lykke regarding the possible infringement of foreign laws in connection with your use of the Services from abroad is expressly and completely excluded.

You shall bear any losses arising as a result of orders that are not properly legible or as a result of forged or unauthorised orders, except in cases where Lykke is at fault. Responsibility for the authenticity, accuracy and completeness of orders and data transmitted shall – except in cases where Lykke is at fault – rest solely with you, even if Lykke does not receive these orders/data directly from you, but through third parties.

Lykke shall assume no liability for losses if, for reasons for which Lykke cannot be held responsible, Lykke has been prevented from performing the transaction properly or on time,

for example as a result of Force Majeure or measures, orders and/or decrees issued by domestic or foreign governmental authorities.

In particular, Lykke shall assume no liability for actions (e.g. declarations of Default), failure to take action or any suspension or restriction of services by any element within the blockchain. Furthermore, Lykke shall assume no liability for the consequences of regulatory measures implemented by competent regulators with regard to any Products allowed for the Lykke Trading Wallet.

Lykke shall not be liable for the conduct of third parties that it mandates, provided that it has exercised due diligence when choosing and instructing them.

If you have as a result of wilful intent or negligence, e.g. breach of your contractual obligations, contributed to causing and/or aggravating a loss, the extent to which Lykke and you must bear the loss shall be determined in accordance with the principles of contributory negligence. You acknowledge that you have an obligation to prevent and reduce loss.

## **21. TERMINATION**

The Services by Lykke will be terminated on thirty days' notice by you or by Lykke, effective at the end of a month. Notice of termination must be served in writing by registered letter

By deleting the app and selling your Products you close your Lykke Trading Wallet and Lykke account.

Lykke reserves the right to close a Lykke Trading Wallet and/or Lykke account without prior notice immediately on the grounds of misuse particularly violations of these Terms or any applicable law.

If your Lykke Trading Wallet remains inactive for two months, Lykke might freeze or close your Lykke Trading Wallet and/or Lykke account. Lykke may send you a warning first, after one month. Should Lykke not receive an instruction within one month after having sent the warning, it may close the wallet.

## **22. RECORD KEEPING**

Lykke will keep records containing your personal data, trading information, wallet opening documents, communications and anything else which relates to you in accordance with applicable laws, but at least for five years after termination of these Terms.

## **23. TAXATION**

You bear the sole responsibility to determine if your use of the Services and/or any other action or transaction related to your Products in the Lykke app have tax implications for you.

By using the Services, and to the extent permitted by law, you agree not to hold Lykke liable for any tax liability associated with or arising from the operation of the Services or any other action or transaction related to Lykke.

## **24. FEES**

The prices for the Lykke Services are published on the website <https://lykke.com> or via the Lykke app.

## **25. ASSIGNMENT / ENTIRE AGREEMENT**

Lykke may assign these Terms to its parent company, affiliate or subsidiary, or in connection with a merger, consolidation, or sale or other disposition of all or substantially all of its assets. These Terms, together with any other agreements that apply to you constitute the entire and exclusive agreement between us and you regarding its subject matter, and supersede and replace any previous or contemporaneous written or oral contract, warranty, representation or understanding regarding its subject matter.

## **26. SEVERABILITY**

If for any reason a court of competent jurisdiction finds any provision of these Terms invalid or unenforceable or illegal or contravene any rule, regulation or law of any market or regulator, that part will be deemed to have been excluded from these Terms from the beginning, and these Terms will be interpreted and enforced as though the provision had never been included and the legality or enforceability of the remaining provisions of the Terms or the legality, validity or enforceability of this provision in accordance with the law and/or regulation of any other jurisdiction, shall not be affected but should remain in full force and effect.

## **27. CHANGES TO THESE TERMS**

The present Terms may change from time to time, including but not limited to cases of changes in our Services, in technology, in regulation and for any other case that Lykke deems as appropriate to take measures. In case of a change, we will provide you notice of such change by e-mail and by posting the updated Terms on our website and changing the "Last Updated" date at the bottom of these Terms. Any amended Terms shall become effective not earlier than 14 days after they are posted and shall apply prospectively to the use of the Services upon effectiveness of such changes. However, in case the changes address new functions of Lykke Services or they are made for any legal reasons, they shall be of immediate effect. Upon effectiveness of the change as described above, the change of Terms shall be considered as accepted by you in case you continue using the Services. Therefore, in case you do not agree to any amended Term, you must immediately cease using the Services.

## **28. COMMUNICATIONS AND WRITTEN NOTICES**

Unless the contrary is specifically provided in these Terms, any notice, instruction, request or other communication to be given to Lykke by the participant under these Terms shall be in writing and shall be sent to Lykke's address below (or to any other address which Lykke may from time to time specify to the participant for this purpose) and shall be deemed delivered only when actually received by Lykke at:

Lykke Netherlands B.V.

Transpolispark, Siriusdreef 17-27

Hoofddorp 2132 WT

Netherlands

Any communications sent to the participant (documents, notices, confirmations, statements etc.) are deemed received:

- a) If sent by email, within one hour after emailing it;
- b) If sent by Lykke's online system internal mail or support chat, immediately after sending it;
- c) If sent via the Lykke API, the Lykke app, or other electronic devices, immediately after sending it;
- c) If sent by telephone, once the telephone conversation has been finished;
- d) If sent by post, seven calendar days after posting it;
- e) If sent via commercial courier service, at the date of signing of the document on receipt of such notice; f) If sent by air mail, eight business days after the date of their dispatch;
- g) If posted on Lykke's website, within one hour after it has been posted;

In order to communicate with the participant, Lykke will use the contact details provided by the participant whilst opening the Lykke Trading Wallet or as updated later on. Hence, the participant has an obligation to notify Lykke immediately of any change in the participant's contact details.

## **29. COMPLAINTS AND DISPUTES**

In the event that an alleged breach, controversy, claim, dispute or difference (a Dispute) arises between you and Lykke out of or in connection with these Terms and the contractual documents mentioned in section 2 above (including but not limited to the validity, performance, breach or termination thereof), the parties shall seek to resolve the matter by negotiation by referring the matter first to:

- a) any member of your executive management in case of legal persons, or you personally if you are acting as a natural person;
- b) in the case of Lykke, to the Lykke Customer Support Department.

If you wish to report an error or a Dispute, you must send an email to Lykke's Customer Support Department at Lykke Services Ltd., e-mail: [support@lykke.com](mailto:support@lykke.com).

The Following information will need to be included:

- a) your name and surname;
- b) your e-mail address (or other recognition details);
- c) detailed enquiry description;
- e) the date and time that the issue arose.

If you receive a response from the Customer Support Department but deem that the matter needs to be addressed further, you may ask the Customer Department to forward it to the Compliance Department or contact directly the Compliance Department at [compliance@lykke.com](mailto:compliance@lykke.com). Both the Customer Support Department and the Compliance Department shall:

- send an initial e-mail confirming the receipt of your complaint,
- send an official response to you within 14 business days respectively;
- try to resolve the matter as soon as reasonably possible;
- inform you of the outcome.

Additionally, you must inform Lykke about any trading error within 24 hours from the error time, otherwise Lykke will not be able to investigate the error. Any trading error coming from Lykke will be amended where possible. If a situation arises which is not expressly covered by these Terms, the parties agree to try to resolve the matter on the basis of good faith and fairness and by taking such action as is consistent with market practice.

Your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

### **30. DISPUTE RESOLUTION, PLACE OF JURISDICTION AND GOVERNING LAW**

These Terms and the contractual documents mentioned in section 2 shall exclusively be governed by and construed in accordance with the substantive laws of the Netherlands, as amended from time to time.

In the event that the parties are unable to resolve a Dispute in accordance with section 29, then the parties hereby irrevocably submit such Dispute to the exclusive jurisdiction of the courts of Amsterdam, the Netherlands.

### **31. CONTACT US**

If you have any questions about these Terms or the contractual documents mentioned in section 2 above, please contact us: [support@lykke.com](mailto:support@lykke.com).

Approved by the Board of Directors of Lykke Netherlands B.V. on 22 January 2018 Entry into force: 23 January 2018