The Basics

1. Why this information is important

The Revolut X app and website (the **"Revolut X Interface"**) allows you to access different crypto-related products, services and features, including the "Revolut X Services" (as defined below).

The **"Revolut X Services"** are the following cryptoasset services provided through the Revolut X Interface:

- Buying and selling cryptoassets for money
- Depositing and withdrawing cryptoassets

When you are buying and selling cryptoassets using the Revolut X Services, your orders are placed on the order book and matched with orders submitted by other users in accordance with the Trading Rules. This means that:

- you are transacting with other users of the Revolut X Services.
- We operate an order book but do not act as counterparty to trades executed through the Revolut X Services.

The Revolut X Services are governed by these terms and conditions (the **"Terms"**) and the Trading Rules. These Terms and Trading Rules form a legal agreement (the **"Agreement"**) between you and Revolut Digital Assets Europe Ltd (**"We"**, **"Us"**).

Other products, services and features which may be accessible through the Revolut X Interface are governed by separate terms and conditions, as further described in these Terms and/or on the Revolut X Interface.

Our Revolut X Services, or certain features of our Revolut X Services, may only be available in certain countries. To use our Revolut X Services, you must reside in a country in which Revolut X Services are accessible.

We are a company registered in Cyprus with registration number HE430310, authorised by the Cyprus Securities and Exchange Commission (**"CySEC"**) as a cryptoasset service provider under Regulation (EU) 2023/1114 (**"MiCA"**) to provide cryptoasset services, including without limitation operation of a trading platform for cryptoassets and and custody and administration of cryptoassets on behalf of clients.

You can access a copy of these Terms through one of our support agents and the Revolut X Interface. These Terms should also be read in conjunction with our Community Standards.

Your accounts

To use our Revolut X Services, you must open and maintain the following accounts by completing the onboarding process and accepting the relevant terms and conditions:

- a bank account with another company in the Revolut group, which is used to hold your money (the **"Revolut Bank Account"**);
- if you are a retail user, a cryptoassets account with Revolut Digital Assets Europe Ltd, which is used to hold your cryptoassets through either the Revolut X Interface or the Revolut retail app (the **"Cryptoassets Account"**); and
- if you are a business user, a cryptoassets account with Revolut Digital Assets Europe Ltd, which is used to hold your cryptoassets through the Revolut business app (the **"Business Crypto Account"**) and a cryptoassets account with Revolut Digital Assets Europe Ltd, which is used to hold your cryptoassets through the Revolut X Interface only (the **"Revolut X Account"**).

If you are a retail user, any cryptoassets you hold, buy, sell, transfer or stake will be held in your Cryptoassets Account and can be accessed through either the Revolut X Interface or the Revolut retail app, and displayed as a single balance.

If you are a business user, your Revolut X Account and your Business Crypto Account are separate accounts that hold separate cryptoasset balances.

If you do not already have a Cryptoassets Account (or a Business Crypto Account if you are a business customer), we will automatically open your Cryptoassets Account (or your Business Crypto Account if you are a business customer) as part of the onboarding process through the Revolut X Interface. If you already have a Cryptoassets Account (or a Business Crypto Account if you are a business customer), you will only need to accept these Terms and complete any required onboarding steps before accessing the Revolut X Services and other services that may be available through the Revolut X Interface.

Sub-Accounts

You may open one or more additional trading accounts within the Revolut X Interface (each a "Sub-Account") to isolate your cryptoasset holdings and trading activity, for example for a specific trading strategy or API Key. You may open more than one Sub-Account up to a maximum number that we set and make available to you through the Revolut X Interface. Each Sub-Account holds its own cryptoasset and money balances, which are recorded separately and are legally isolated from the balances of your Cryptoassets Account or Revolut X Account if you are a business user (in each case, as applicable, your "Main Revolut X Trading Account") and your other Sub-Accounts.

Sub-Account balances are held in custody by Us, and are safeguarded and segregated from our own assets, in the same way as your other cryptoasset balances (see section 8 'Holding cryptoassets'). Before you create a Sub-Account, you will be asked to accept these Terms as they apply to Sub-Accounts.

Relationship to other crypto services

The Revolut X Interface allows you to access the Revolut X Services and other crypto-related products. However, these Terms apply only to the Revolut X Services.

The Revolut X Services are different from the services provided on the Revolut retail app, Revolut business app or other crypto-related products provided through Revolut X Interface . While these services may each allow you, for example, to buy, sell, hold, transfer or stake cryptoassets, those services may work differently depending on how you access them, how transactions are executed and which terms and conditions apply.

These Terms apply only to the Revolut X Services. All other crypto services provided to you by Us or another Revolut group company are governed by separate terms and conditions, including the Cryptocurrency Terms or Crypto for Business Terms (as applicable).

If you wish to use a crypto-related product, service or feature accessible through the Revolut X Interface that is governed by separate terms and conditions, those separate terms and conditions will apply to your use of that product, service or feature instead of these Terms or the Trading Rules.

If there is any inconsistency between these Terms and the Cryptocurrency Terms or Crypto for Business Terms (as applicable), these Terms will apply regarding your use of Revolut X Services.

Relationship to banking services

Depending on where you live, the company which provides you with your Revolut Bank Account and payment services may be Revolut Bank UAB, Revolut Bank UAB through its branch office or Revolut Bank S.A. (we call this company your **"Revolut Bank Account Offering Entity"**).

You can use the money held in your Revolut Bank Account in certain supported currencies to make and receive payments required as part of our Revolut X Services. We will work with the Revolut Bank Account Offering Entity to make a payment from or into your Revolut Bank Account..

These Terms do not govern your bank account or any services provided to you by your Revolut Bank Account Offering Entity.

Please read these Terms carefully.

Cryptoassets are not like the money in your Revolut Bank Account - they are decentralised.

The Revolut X Services We provide to you are regulated in Cyprus by CySEC. However, when you use these services, you will not be protected by the Cyprus Investor Compensation Fund or any other scheme, and if you have a complaint it is not likely to fall within the scope of the jurisdiction of the Financial Ombudsman of the Republic of Cyprus.

We do not provide any investment advice relating to our crypto services. You should carefully consider whether your personal situation and the financial risks you are willing to take mean that you should not buy cryptoassets. You may want to speak to an independent financial adviser.

To make sure you have safe access to our crypto services, download any updates for your device or the Revolut app as soon as they become available.

2. Risks

Cryptoassets are high risk investments - you should carefully consider whether it is appropriate for you to buy cryptoassets.

You should not invest in cryptoassets unless you're prepared to lose all the money you invest, and understand the following risks:

- Unlike normal money, when you buy, sell or transfer cryptoassets you are dealing with something digital, not something tangible. This means that, like any other digital system, cryptoassets are at risk of being hacked or affected by technical problems. This could result in you losing your cryptoassets or delay your ability to sell, transfer or spend it.
- The regulation of cryptoassets and crypto service providers can change at any time. Any change is likely to affect the value of cryptoassets.
- The value of cryptoassets can fall (and is more likely to do so than normal money is). This could happen if, for example, a new, better cryptoasset is created, software developers make unexpected changes to how the cryptoasset works, or there is a change in cryptoasset regulation.
- The price or value of cryptoassets can rapidly increase or decrease at any time. It may even fall to zero. This could happen if, for example, a new, better cryptoasset is created, software developers make unexpected changes to how the cryptoasset works. No bank or government can stabilise the value of cryptoassets if it changes suddenly.

You can check our Crypto Risk Summary for more information about the risks of investing in cryptoassets.

Our Revolut X Services

3. Revolut X top-ups and withdrawals

Cryptoassets

Retail users

If you are a retail user, you can access your cryptoasset balance from either the Revolut retail app or the Revolut X Interface. There is no distinction between cryptoassets held in or accessed through the Revolut X Interface or the Revolut retail app.

Your access to the same cryptoasset balance through the Revolut X Interface does not mean that any of the crypto-related features available through the Revolut retail app form part of the Revolut X Services or are governed by these Terms.

Business users

If you are a business user, you can top up your Revolut X Account with the cryptoassets you hold in your Business Crypto Account directly through the Revolut X Interface.

We may only support top-ups of certain cryptoassets, which may change at any time and without notice. You can also withdraw cryptoassets from your Revolut X Account to your Business Crypto Account. Any cryptoasset balance displayed in your Revolut X Account can only be used for Revolut X Services. Additionally, you may also withdraw cryptoassets from or to an external wallet. You will not be able to use the cryptoassets in your Revolut X Account for any other crypto services we may provide to you under the Crypto for Business Terms (as applicable) but you can withdraw the cryptoassets from your Revolut X Account to your Business Crypto Account in order to use these services.

Your cryptoasset balance is held by Us in accordance with paragraph titled “Holding cryptoassets” in these Terms.

Limits

We may impose limits or minimums on the amount of cryptoassets that you can withdraw from your Revolut X Interface. We will tell you the amount of any limit or minimum through the Revolut X Interface.

Liability

We won’t be liable for any losses resulting from any delay or failure in processing any deposit or withdrawal of cryptoassets to or from your Revolut X Interface (for example, any change in the value of cryptoassets that occurs between the time cryptoassets are transferred from your Revolut X Interface to any external wallet).

Sub-Accounts

You can move cryptoassets and money between your Main Revolut X Trading Account and your Sub-Accounts through the Revolut X Interface. The ways in which you can

move cryptoassets and money to, from and between separate Sub-Accounts, and whether a currency conversion is available, may depend on your account and features we make available through the Revolut X Interface from time to time. Where a transfer is between balances held in different currencies, a currency conversion may apply, where supported, at the rate available to Us at the time. You cannot transfer cryptoassets or money directly between a Sub-Account and any third party or external wallet; to do so, you must first transfer them to your Main Revolut X Trading Account

4. Trading cryptoassets

The Revolut X Services allow you to:

- Buy cryptoassets in exchange for money or cryptoassets in your Cryptoassets Account (or Revolut X Account if you are a business user); or
- Sell cryptoassets in your Cryptoassets Account (or Revolut X Account if you are a business user) in exchange for money.

We may only support certain cryptoasset and fiat currency trading pairs, which may change at any time and without notice.

By confirming a purchase order, you give Us permission to instruct your Revolut Bank Account Offering Entity to transfer an amount of money equivalent to the value of your order from your Revolut Bank Account without any further instruction from you. This permission will be applicable to all ways of buying cryptoassets set out below. In case of insufficient balance in your Revolut Bank Account, your order will be rejected.

Orders

You can buy or sell cryptoassets by placing an order of the type permitted under the Trading Rules. Depending on your geographic location, certain order types may not be available to you, or may be subject to additional terms and conditions made available to you through the Revolut X Interface. Order types may be limited to certain cryptoassets, and not all cryptoassets may be available for every order type.

You cannot cancel any order you have placed unless we tell you otherwise in these Terms or the Trading Rules. We may refuse any cancellation request at our sole discretion where you have the opportunity to request cancellation of an order before it is Executed. If we allow a cancellation request, that doesn't mean we will allow the same or similar cancellation request in the future.

If the value of the cryptoassets you are selling is less than 0.01 of your account base currency (i.e. less than EUR 0.01) we will not be able to provide any fiat currency in exchange for your cryptocurrency sale. Such transactions are minimal and do not meet our minimum thresholds for conversion into fiat currency.

Due to our internal processes, we will hold title to your cryptoassets on your behalf, pending completion of our treasury sweeps. During this time, you will not have any rights in relation to the cryptoassets you have sold.

Market price

Any market price displayed for buying or selling cryptoassets on the Revolut X Interface is dynamic, and estimated based on the open orders in the order book at a specific time. This means it is constantly changing, and may depend on a combination of factors, including the type of cryptoasset, market liquidity, and market volatility. The market price for purchasing cryptoassets may not be the same as the market price for selling cryptoassets, and may vary depending on order type.

We do not guarantee the availability of any market price, for any order type. Any market price indicated on the Revolut X Interface may only be valid for a specific period and/or for a specific volume of cryptoassets, and may differ from market prices displayed on third party cryptoasset exchanges or platforms.

Execution

A trade is "Executed" when an order you submit is successfully matched with one or more opposite orders within our order book in accordance with our Trading Rules.

We will make reasonable efforts to Execute your order in accordance with your instructions, however we can't guarantee:

- The order will be Executed at a particular time, or at all.
- The order will be Executed at the particular price shown to you at the time you place your order.
- The order will be Executed in whole or in part, including if your order is set to Execute only at a certain price or if other conditions are met.

We will not be liable for any losses you suffer as a result of the actual price at which your order is Executed being different to the current market price or the market price

indicated by the Revolut X Services at the time you placed your order.

All Executed orders are final and non-reversible, unless otherwise specified in these Terms or the Trading Rules.

We may stop you from placing an order, cancel an open order, or refuse to Execute an order in accordance with these Terms and the Trading Rules, including where:

- There is not enough liquidity available in the market.
- There are not enough cryptoassets in your Cryptoassets Account (or Revolut X Account if you are a business user) to place or Execute the order, or to pay any applicable fees.
- We have good reason to suspect that your order is for illegal purposes (for example, to commit fraud).
- Your use of the Revolut X Services breaches these Terms or the Trading Rules (for example, we have good reason to believe that you have engaged in market manipulation, or abusive use of the Revolut X Services).
- We have good reason to believe that your order could negatively affect our reputation or goodwill.
- Our Revolut X Services, or another third party we work with to provide our Revolut X Services, are not available (for example, as a result of a service or network impact incident).
- We are required to do so to meet our regulatory obligations or a formal request from a competent authority.

We may also stop you from placing an order, cancel an open order, refuse to Execute an order, or reverse any successfully Executed order when we reasonably believe a serious technical error has occurred (for example, as a result of a service or network impact incident) resulting in an order being placed or Executed, in a way not contemplated by these Terms or the Trading Rules, or in a way that has an obvious error with respect to price, volume, or other parameters. When this happens, you instruct and authorise Us to take all reasonable steps to restore you, and any other user of the Revolut X Services affected by the error, to the position they would have been in had the error not occurred.

Limits

We may limit the amount of cryptoassets you can buy or sell, or the number or type of orders you can place. We will tell you the amount of any limit through the Revolut X Interface.

Liability

We won't be liable for any losses that result from Us stopping you from placing an order, cancelling an open order, refusing to Execute an order, reversing a successfully Executed order, or from imposing limits or restrictions on the amount of cryptoassets you can buy or sell, or the number or type of orders you can place.

5. Fees

We will charge a fee on any successfully Executed orders as part of the Revolut X Services. Fees are estimated, applied, and charged in accordance with the Trading Rules.

Applicable fees are set out in the Revolut X Fees Page, which forms part of this Agreement. We may update our fees at any time in accordance with paragraph 12 of these Terms.

6. Convert Feature

The Revolut X Interface may provide you with access to the "Convert" functionality that allows you to buy or sell cryptoassets for money or exchange one cryptoasset for another cryptoasset in the same way as is available through the Revolut retail app (the **"Convert Feature"**).

Transactions executed through the Convert Feature are concluded directly between you and Us, meaning that We act as your counterparty to the transaction. Your orders submitted through the Convert Feature will not be matched with orders of other clients of the Revolut X Services.

The Convert Feature does not form part of the Revolut X Services and is not subject to these Terms or the Trading Rules. The Convert Feature and all transactions submitted and completed as part of it are governed by the Cryptocurrency Terms, as will be shown to you when you access this feature through your Revolut X Interface.

Access to the Convert Feature through your Revolut X Interface, and its description in these Terms, are provided for convenience only.

7. Depositing and withdrawing cryptoassets

You may deposit cryptoassets from external accounts and withdraw cryptoassets to an external wallet, if applicable, in accordance with the Cryptocurrency Terms or Crypto for Business Terms (as applicable).

8. Holding cryptoassets

The cryptoassets that you can access through the Revolut X Interface are held in accordance with the Cryptocurrency Terms or Crypto for Business Terms (as applicable), which govern how we safeguard your holdings.

9. Available cryptoassets

Our Revolut X Services are available only in connection with the supported cryptoassets displayed on the Revolut X Interface. We may add support for new cryptoassets at any time and without notice. From time to time, we may have to delist a cryptoasset.

When we announce that a cryptoasset is going to be delisted:

- You may no longer be able to buy that cryptoasset on the Revolut X Interface, and we may cancel any open orders you have placed to buy that cryptoasset.
- We may give you the opportunity to sell that cryptoasset, or to withdraw that cryptoasset to an external wallet (if you are a retail user) or your Business Crypto Account, where you may be able withdraw it to an external wallet (if you are a business user), if we support withdrawals for that cryptoasset in your geographic location, before the delisting takes effect.

On the day the delisting takes effect, the cryptoasset will be removed from the Revolut X Interface. If you still hold any cryptoassets in your Cryptoassets Account or your Revolut X Account being delisted on that date, you agree that we may, and instruct Us to:

- Cancel any open orders for that cryptoasset.

- Withdraw that cryptoasset from your Revolut X Account to your Business Crypto Account, where they may be converted (if you are a business user) or convert that cryptoasset into the base currency of your Revolut Bank Account at the exchange rate that applies at the time the conversion is made (if you are a retail user).

We will do our best to give you advance notice of a delisting, although this might not always be possible where, for example:

- There is a sudden change in laws or regulations that impacts the regulatory status of a cryptoasset, or which means we can no longer support that cryptoasset.
- A cryptoasset changes the way it functions or its name.
- The third parties we work with to provide our crypto services stop supporting the cryptoasset.

In addition to those above, there can be many different reasons for a delisting, such as:

- The available liquidity for the cryptoasset breaches our requirements, or otherwise presents risk to Us, our users, or other exchanges and third parties we work with to provide our crypto services.
- The cryptoasset has very low value, meaning it can be susceptible to price manipulation.
- The cryptoasset has security vulnerabilities, or is the subject of fraud or other abuse.

Where you hold the delisted cryptoasset, or open orders for it, in any of your Sub-Accounts, the steps set out above (including cancelling open orders and withdrawing or converting balances) apply across all of your Sub-Accounts as well as your Main Revolut X Trading Account.

10. Revolut X API

This section applies when you use our Application Programming Interface ("API") to access the Revolut X Interface. All use of the Revolut X Interface via the API is subject to the same requirements as when the Revolut X Interface is accessed directly. If there is any inconsistency between this section and the rest of these Terms regarding use of the API, this section applies.

API Access and Permitted Use

Your access to the API is conditional upon compliance with these Terms and any additional restrictions we may impose from time to time.

You may use the API solely to:

- Retrieve information related to the exchange configuration, including but not limited to supported assets and trading pairs;
- Submit, edit or cancel orders; and
- Retrieve order details.

You must not:

- Use the API in any unlawful, unauthorised, fraudulent, disruptive or harmful way;
- Store, use, or share API data beyond what's permitted;
- Transmit sensitive data via insecure channels or conceal your identity when accessing the API;
- Misuse our brand, suggest false endorsements, or use API data for marketing; and
- Refuse to provide verification when required.

We may limit or suspend access to the API in cases of misuse, market abuse or breach of these Terms.

API Key Registration and Security

- In order to use the API, you must create and manage API Keys (**"Keys"**) via the Revolut X Interface.
- When creating API Keys, you'll be asked to provide only the public Key. You must keep your private Key safe and never share it with anyone.
- If you set a list of trusted IP addresses, then only requests from these addresses will be accepted by the respective API Keys associated with them.

We are not responsible for unauthorised access resulting from compromised credentials or the compromise, misuse or unauthorised use of any authentication credentials used to access the API.

An API Key may be associated with a specific Sub-Account, in which case that Key can only access and trade with that Sub-Account. This association is fixed at the time of key creation and cannot be modified; if you need to associate your credentials with a different Sub-Account, you must delete the existing API Key and generate a new one. You are solely responsible for all orders, transactions and instructions submitted using your Keys, and for all resulting losses, including where they are generated by any trading bot, algorithm or automated strategy you connect, or result from your Keys being lost, misused or compromised.

If you believe an unauthorised person has gained access to your account or security code, please immediately report the incident to Revolut support to temporarily freeze trading activity on your account.

Third-Party AI Tools

You may choose to utilise third-party artificial intelligence interfaces, agents, or model Context Protocols that are accepted by Revolut (**"Third-Party AI Tools"**) to interact with the API. You may choose to connect a Third-Party AI Tool to the API using your Keys or any alternative method made available by Us for authorising a Third-Party AI Tool to access the API on your behalf. Where such methods are made available by Us. If you choose to connect your Keys to a Third-Party AI Tool, or otherwise authorise a Third-Party AI Tool to access the API using any other authentication method made available by Us, you do so entirely at your own risk. Any instruction, order, or transaction submitted to the API using your credentials will be deemed authorized and executed by you. You are solely responsible for maintaining the confidentiality and security of your Keys and any other authentication credentials when using them across external platforms.
Revolut does not endorse, control or guarantee the accuracy, reliability or safety of any Third-Party AI Tools. Artificial intelligence models are subject to unexpected behaviors, errors in logic, misinterpretation of prompts and hallucinations. Revolut assumes no responsibility and accepts no liability for any financial losses, missed opportunities or erroneous trades resulting from your use of Third-Party AI Tools. You are strictly responsible for reviewing and confirming all aspects of an order before authorizing the AI tool to execute it via the API.
All API usage via Third-Party AI Tools is subject to Revolut's API rate limits and acceptable use policies. We reserve the right to immediately throttle, suspend or permanently revoke your API access without prior notice if we detect excessive request volumes, looping behaviors, or any activity that we, in our sole discretion, determine threatens the stability, security, or performance of the Revolut X Services or the Revolut X Interface.

Order Execution

We do not guarantee order execution or confirmation of orders submitted using the API and we will not be liable for any direct or indirect losses.

Orders submitted via the API are subject to market conditions, latency, system interruptions and the Trading Rules.

Data Usage and Limitations

- Market data provided through the API is intended for your personal use or internal business operations only. Any distribution of this data is strictly prohibited.
- We may impose limits on your use of the API. This may include restrictions on the frequency of API calls or other usage parameters in order to maintain the stability and reliability of our services.

Updates

We reserve the right to modify, suspend, or terminate the API, either entirely or partially, at any time and without prior notice. Compatibility with future API versions is not guaranteed.

Intellectual property

All intellectual property rights to the API are owned or licensed by Us. Your use of this API is subject to a limited, non-exclusive, non-transferable license. This license does not grant you any ownership or rights to any intellectual property, and we may suspend or terminate it without notice. Use of the Revolut X trademarks without prior written approval is strictly prohibited.

The API may include or rely on third-party software or content, which is subject to separate license terms and intellectual property protections.

You may not copy, modify, distribute, reverse-engineer, or create derivative works based on the API unless explicitly allowed by Us.

Suspension and termination

Suspension or termination of API access may affect the functionality of the Revolut X Interface, the delivery of the Revolut X Services, or integration with features available through the Revolut X Interface.

11. Staking

If you are a retail client, you may stake your assets within the Revolut X Interface in accordance with the Cryptocurrency Terms.

12. Access

When we may suspend or terminate your access to the Revolut X Services

We will try to give you two months' notice if we need to end the Revolut X Services. However, we may immediately, and without notice, suspend or terminate your access to and use of the Revolut X Services, if any of the following applies:

- Your Revolut Bank Account with your Revolut Bank Account Offering Entity has been suspended or terminated.
- We suspect that you are behaving fraudulently or otherwise criminally.
- You have made, or tried to make, a deposit or withdrawal that was blocked, frozen, or returned to Us or the source (excluding any deposit returns processed under the '*Automated Screening and Return of Unsupported Deposits*' section of the Cryptocurrency Terms, unless we suspect fraud, financial crime, or a violation of applicable sanctions).
- You haven't given Us information we need, or we believe that information you have provided is incorrect or not true.
- Your use of the Revolut X Services breaches these Terms or the Trading Rules (for example, we have good reason to believe that you have engaged in market manipulation, or abusive use of the Revolut X Services).
- We've suspended or terminated your access to our crypto services provided in accordance with the Cryptocurrency Terms or Crypto for Business Terms (as applicable).
- If you are a natural person, you have died.
- You've been declared bankrupt or insolvent (or the equivalent in the country you live in).

- We have good reason to believe that your use of the Revolut X Services could damage our reputation or business, or negatively affect Us or any of our services.
- We have to do so by law.

What happens if we suspend or terminate your access to the Revolut X Services?

If we suspend or terminate your access to the Revolut X Services for any of the reasons above, this may result in your access to the Revolut X Services, or crypto services we offer under the Cryptocurrency Terms or Crypto for Business Terms (as applicable), being blocked in future.

If your access to the Revolut X Services is terminated:

- if you are a retail user, you will be asked to sell all of your cryptoasset holdings with Us by a specified date. If you do not do so, you agree that we may, and you instruct and authorise Us to, sell all of your remaining cryptoasset holdings on your behalf into a supported fiat currency, according to the exchange rate available to Us at the time and subject to applicable fees set out in our Fee Pages. We will place the proceeds of the sale in your Revolut Bank Account. You hereby waive any right to direct the method, timing or execution venue of the liquidation and acknowledge that such liquidation may occur without prior notice. You also acknowledge that this mandatory conversion may result in you making a gain or loss compared to the last traded price and you accept that we will not be responsible for any losses you experience as a result; and
- if you are a business user, you instruct and authorise Us to withdraw the cryptoasset balances from your Revolut X Account to your Business Crypto Account.

These steps apply across all of your Sub-Accounts. On suspension, termination or liquidation, we may cancel all open orders in every Sub-Account and move (aggregate) the balances held in your Sub-Accounts to your Main Revolut X Trading Account so that they can be sold or returned in accordance with this section.

13. Changes to these Terms

We can change these Terms, but we'll only do it for the following reasons:

- To make them easier to understand or more helpful to you.

- To reflect the way our business is run, including to reflect our appetite to risk or our internal processes, or changes in the way a financial system or technology is provided.
- To reflect legal or regulatory requirements that apply to Us.
- To reflect changes in the cost of running our business.
- Because we are changing or introducing new services or products that affect our existing services or products covered by these Terms.

Telling you about changes

If we add a new product or service that doesn't change our existing Terms, we may add it immediately and let you know before you use it. We will do our best to give you advance notice (usually within 30 days) before we make any changes, unless the change is for your benefit, in which case we will give you notice but we may apply this change sooner.

However, we do not guarantee that we will always be able to notify you in advance of the changes we make in an emergency (for example, where there is a sudden change in applicable laws and regulations). If you don't like the changes, you can end your Agreement with Us. We'll assume you're happy with the changes unless you tell Us otherwise once we notify you of the changes.

14. Personal Data

We process your personal data to provide Revolut X Services to you, and may share it with companies in the Revolut group for financial crime prevention purposes. For more information about how we process your personal data, please see our Customer Privacy Notice.

15. Service and Network Impact Incidents

What happens if there is a service impact incident?

A service impact incident is any event that affects the operation or availability of the Revolut X Services. We will do our best to let you know in advance of a service impact incident taking place. For example, sometimes we'll suspend the Revolut X Services to

perform scheduled maintenance (for example, so that we can make technical changes, add new features, and make sure the service runs smoothly or improve its security). We'll try to keep any suspension as short as possible.

We'll try do our best to let you know in advance of a service impact incident taking place, although we might not be able to do so in an emergency, for example when there is an unexpected system failure or outage affecting the Revolut X Services, or any third party we work with to provide the Revolut X Services. When a service impact incident occurs, we'll take any appropriate action provided for in these Terms or the Trading Rules.

What happens if there is a fork?

A fork is a sudden change in how a cryptoasset works. A fork may seriously change the function, value or even the name of a cryptoasset. If this happens, we'll speak to our partnered cryptoasset exchanges and work out the best approach for our customers.

Unfortunately, for reasons beyond our control, a fork may cause one cryptoasset to be split into two cryptoassets. If this happens, the following may apply, as we see fit:

- You may get a balance in one of those two cryptoassets that our partnered exchanges decide to support as the main cryptoasset.
- You may not get any or all of the two new cryptoassets (for example, if we decide not to support those cryptoassets).

A fork can also affect the exchange rate of your cryptoasset.

What happens if there is an airdrop?

A cryptoasset airdrop is the practice of sending bonus cryptoasset to existing users in order to promote awareness of the currency in question. This could affect the price or value of the cryptoasset. An airdrop can also affect the exchange rate.

If an airdrop and/or a fork occurs we will make a decision as to whether or not to support it based on technical, compliance and regulatory considerations. We do not guarantee that we will support an airdrop and/or a fork, and you will forfeit any entitlement to cryptoassets that we don't support.
What happens if there is a "buyback-and-burn"?

In most “buyback-and-burn” cryptoasset models, a network generates income in one cryptoasset token and uses the proceeds to “buy-back” and “burn” its own native token. The intent is to increase the value of the cryptoasset by reducing its supply as income grows. Reducing the supply may increase the value of this cryptoasset token but it may also affect its availability. A “buyback-and-burn” can also affect the exchange rate.

What happens if there are other types of network impact incidents?

Cryptoassets are software based. This means they are prone to bugs, viruses, and security or other network impact incidents like any other piece of software. These might impact our ability to provide the Revolut X Services too. If they do, we’ll take any appropriate action provided for in these Terms or the Trading Rules.

16. Liability

We’ll do as much as reasonably possible to make sure that the Revolut X Services are not interrupted, are secure and virus-free, and are accessible at a reasonable speed. However, we can’t promise that this will always be the case.

We will only be responsible for foreseeable losses

If we don’t meet our obligations under these Terms, we will not be responsible for any loss that we couldn’t have thought you’d suffer at the time we entered into the Agreement with you. We will not be responsible for any losses you suffer as a result of a service or network impact incident that we have let you know about in advance (for example, scheduled maintenance), or that incident taking longer to resolve than we told you it might.

Nothing in these Terms removes our liability for:

- loss of cryptoassets held in our custody arising as a result of an incident that is attributable to Us or any third party with whom we have entrusted the custody of cryptoassets; or
- death or personal injury resulting from our negligence or for fraud or fraudulent claims and statements.

Our liability for loss of cryptoassets held in our custody shall be capped at the market value if the cryptoasset that was lost, at the time the loss occurred.

Are we liable for events outside of our control?

Although we do our best to provide our crypto services to you, there is a risk of events that are not attributable to Us. These are events that occur independently of the provision of the Revolut X Services or our operations. These could impact the Revolut X Services or cause you loss. We are not liable for any direct or indirect loss if this happens.

For example, this could happen when there is:

- A service or network impact incident (see some non-exhaustive examples above).
- A change in law or regulatory requirements.
- Technical problems or errors with the Revolut X Services or the systems of any third parties we work with to provide Revolut X Services, which are outside of our control.
- Any other event beyond our control.

We shall not be liable for any direct or indirect losses you suffer as a result of:Events outside of our control that affect cryptoassets in any way (e.g. name, value, function, legality or availability).

- Technical problems with our system or that of our partners, which are outside of our control.
- A risk which you have accepted (including those set out in our risk summary) materialising, or for which we have otherwise explicitly excluded responsibility.
- You using our services in relation to any cryptoasset we do not support.
- You giving Us any incorrect, incomplete or out of date information.

Will we let you know if certain events are affecting your cryptoassets?

We will try to provide you with information on any events impacting your cryptoassets. However, we don't guarantee that we will. It is your responsibility to make yourself aware of, and consider how to deal with, any events that may affect your cryptoassets in any way.

You should do this before using our Revolut X Services, and at regular intervals while you're holding crypto products (remember, the market can go down, as well as up, very quickly).

Please consider whether you should get independent financial or legal advice before investing in cryptoassets.

When you might be responsible for our losses

You may be responsible to Us for certain losses. If you break these Terms or the Trading Rules, and this causes Us to suffer a loss, the following will apply:

You will be responsible for any losses we suffer as a result of your action (we will try to keep the losses to a minimum).

If your actions result in Us losing profits, you may also be responsible for those losses, unless this would mean that we are compensated twice for the same loss.

You will also be responsible for any reasonable legal costs that arise in connection with our losses.

If you are a business user and you allow your personnel or other authorised users to access or operate a Sub-Account under permissions you grant them, you are fully responsible and liable for all actions taken, and all orders and transactions placed, by those users using those permissions.

17. Complaints

We always do our best, but we realise that things sometimes go wrong. If you have a complaint, please contact Us and we'll try to put things right.

Complaints about Revolut X Services that relate to cryptoassets (for example, services that allow you to buy, sell, and withdraw cryptoassets using your Cryptoassets Account through the Revolut X Interface) can be made by one of the following methods:

1. Online form
The most efficient way to make a complaint is to use this online form.

2. By email

You may also submit a complaint to Us by sending an email to the following email address: formalcomplaints@revolut.com either by filing this form or as a free form

email.

We'll look into your complaint and respond to you by email.

We will communicate with you in English, or in the language in which you filed your complaint, provided that it is one of the official languages of the EEA.

We are only responsible for dealing with complaints about our crypto services. If you have a complaint about a service provided to you by a different Revolut group company, you will need to contact that company instead. But don't worry, if you use this online form, tell Us the country where your Cryptoassets Account is registered, and the service your complaint relates to, it will get sent to the right place.

18. Disclaimers

Data

The market data we provide (e.g. pre-trade bid/offer prices and post-trade execution data) is published in accordance with applicable regulations, including MiCA.

Any additional or indicative data we make available to you via the Revolut X Interface is provided for informational purposes only. We do not guarantee the accuracy, completeness, or timeliness of such data, and we shall not be liable for any losses resulting from your reliance on it.

Tax

Your use of the Revolut X Services (including to buy, sell, transfer and stake cryptoassets) may give rise to tax liability. We are not responsible for assessing your tax liability, collecting tax from you, making any payments on your behalf, or providing any reports relating to tax. If you require advice on your tax liability arising from your use of our crypto services, consult an independent tax advisor.

19. Legal bits and pieces

Disclosures

Because of the way we structure and provide our Revolut X Services, we or one of our other customers may have some form of interest in business being transacted for

you. We take steps to manage conflicts of interests, but wanted to make sure you are on the same page as Us when it comes to conflicts of interests, including the following:

- We may make decisions about how or where to custody cryptoassets (e.g. in cold or hot storage, including making transfers between cold and hot storage), and how or where to direct orders, to ensure that your instructions are fulfilled and executed in a timely fashion. This may include directing them to certain cryptoasset exchanges, dealers, or third parties over others.
- We may receive rewards, remuneration, or other financial or other non-financial benefits from third parties under our cryptoasset custody arrangements with them, or to support the launch or marketing of certain cryptoassets, or related products or services. You acknowledge and agree that we will keep any such benefits generated by these activities. Should delivery of these benefits to you be required by law, you waive the right to the restitution of any benefit.

Please see our Conflicts of Interest disclosure for more details.

Our Agreement with you

Only you and we have any rights under this Agreement. This Agreement is personal to you and you cannot transfer any rights or obligations under it to anyone else.

Our right to transfer

We will only transfer any of your and our rights or obligations under this Agreement if we reasonably think that this won't have a significant negative effect on your rights under these Terms, or we need to do so to keep to any legal or regulatory requirement. When we transfer rights and obligations we call this 'novation'. When we only transfer rights, we call this 'assignment'.

Cypriot law applies

The laws of Cyprus apply to this Agreement. You will benefit from any mandatory provisions of the law of the country in which you are resident or domiciled. If you are a natural person, nothing in these Terms affects your rights as a consumer to rely on such mandatory provisions of local law.

The English version of this Agreement applies. If these Terms are translated into another language, the

translation is for reference only.

Our right to enforce the Agreement

If you have broken this Agreement and we don't enforce our rights, or we delay in enforcing them, this will not prevent Us from enforcing those or any other rights at a later date. This is also the case if we have any legal rights that we don't enforce straight away.

Taking legal action against Us

If you want to take legal action against Us in the courts, only the courts of Cyprus can deal with any matter relating to these Terms. If you live in another country, you may be able to take other action in the courts where you live.