

Revolut X Terms

The Basics

1. Why this information is important

These terms and conditions (the **"Terms"**) govern the relationship between you and us and apply when you access the Revolut Crypto Exchange Web Terminal (**"Revolut X"**). You may use Revolut X to:

- Buy and sell cryptoassets for money.
- Deposit and withdraw cryptoassets.
- Hold cryptoassets.
- Stake cryptoassets.

We call the above services our **"Revolut X Services"**. 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 create an account (the **"Revolut X Account"**), you must have a Revolut Bank Account, be at least 18 years old and reside in a country in which Revolut X Services are accessible.

Your Revolut X Account is a 'virtual' account that can hold cryptoasset balances, which you can use to buy or sell cryptoassets on Revolut X.

By using our Revolut X Services, you agree to the [Trading Rules](#). These Terms and [Trading Rules](#) form a legal agreement (the **"Agreement"**) between you and Revolut Digital Assets Europe Ltd (**"We"**, **"Us"**).

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 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 website. These Terms should also be read in conjunction with our Community Standards.

Relationship to other crypto services

Revolut X is a standalone platform, independent from the Revolut retail app, that gives you access to the Revolut X Services. While the Revolut retail app supports equivalent services to the Revolut X Services, these Terms apply exclusively to trading and transfers of cryptoassets made through the Revolut X platform.

These Terms do not govern any crypto services provided to you by Us or another Revolut group company outside of Revolut X and otherwise under the [Cryptocurrency Terms](#) or [Crypto for Business Terms](#) (as applicable). 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.

Relationship to banking services

To access the Revolut X Services, you must have a bank account with another company in the Revolut group (a “**Revolut Bank Account**”).

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

Before you can use Revolut X Services, you will first need to complete the onboarding process with your Revolut Bank Account Offering Entity and successfully open a Revolut Bank Account, by accepting the relevant terms and conditions. You can use the money held in your Revolut Bank Account in certain supported currencies to buy cryptoassets on Revolut X.

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

Your Revolut Bank Account is used to make and receive payments for our Revolut X Services. For example, when you buy or sell a cryptoasset, we will work with the

Revolut Bank Account Offering Entity to make a payment from or into your Revolut Bank Account.

Please read these Terms carefully

To use the Revolut X Services, you must have a Revolut Bank Account. Your Revolut Bank Account is used to make and receive payments for our crypto services. For example, when you buy or sell a cryptoasset, we will work with the Revolut Bank Account Offering Entity to make a payment into or out of it.

Cryptoassets are not like the money in your Revolut Bank Account - they are decentralised and in Cyprus they are regulated by the CySEC.

When you use our Revolut X Services (for example, to buy cryptoassets), 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 not like the money in your Revolut Bank Account. 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 Account top-ups and withdrawals

Cryptoassets

If you are a retail user, your cryptoassets are held in a common virtual account, which you can access from either your cryptoasset account held via the Revolut retail app ("**Cryptoasset Account**"), if applicable, or your Revolut X Account. There is no distinction between cryptoassets held in or accessed through Revolut X or the Revolut retail app. The cryptoasset balance displayed in your Revolut X Account represents your total cryptoasset balance and is available for use across both the Revolut retail app and Revolut X.

If you are a business user, you can top-up your Revolut X Account with the cryptoassets held in your Revolut Cryptoasset Account.

We may only support top-ups of certain cryptoassets, which may change at any time and without notice. If you try to deposit an unsupported cryptoasset or use an unsupported blockchain network, your transfer will be subject to the separate

'Automated Screening and Return of Unsupported Deposits' process detailed in paragraph 6 of these Terms below. You can also withdraw cryptoassets from your Revolut X Account to your Cryptoasset Account in the Revolut retail app.

Any cryptoasset balance 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) such as, transferring cryptoassets to other Revolut customers, buying and selling cryptoassets using the Revolut retail app, spending cryptoassets, or staking cryptoassets. You will need to withdraw the cryptoassets from your Revolut X Account to your Cryptoasset Account in order to use these services.

Your cryptoasset balance is held by us in accordance with paragraph 8 of these Terms.

Limits

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

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 Account (for example, any change in the value of cryptoassets that occurs between the time cryptoassets are transferred from your Revolut X Account to any external wallet).

4. Trading cryptoassets

The Revolut X Services allow you to:

- Buy cryptoassets in exchange for money or cryptoassets in your Cryptoasset Account (or Revolut X Account if you are a business user); or
- Sell cryptoassets in your Revolut Cryptoasset Account (or Revolut X Account if you are a business user) in exchange for money.
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We may only support certain cryptoasset and fiat currency trading pairs, which may change at any time and without notice.

When you buy or sell a cryptoasset in exchange for money, we will work with the Revolut Bank Account Offering Entity to make a payment into or out of your Cryptoasset Account (or Revolut X Account if you are a business user).

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 Revolut X. 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 Revolut X 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 Revolut X 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 Cryptoasset 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.
- 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 on Revolut X.

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. 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. Depositing and withdrawing cryptoassets

Depositing cryptoassets from an external wallet

If you are a retail user you can deposit cryptoassets into your Revolut X Account from an external address.

No fee applies to deposits, and we do not receive any fee payment whatsoever. However your originating wallet or third party service may charge a fee for the transaction as it is a withdrawal from that location.

We only support deposits for certain cryptoassets. If we support deposits for a certain cryptoasset, we will show you in-app, in the "Receive" section. You must not use that address to deposit a different cryptoasset. If you deposit an unsupported cryptoasset or use an unsupported network, the transaction will not be settled or credited to your usable account balance, and will instead be subject to the automated screening and return process outlined below.

Automated Screening and Return of Unsupported Deposits

If you attempt to deposit a cryptoasset or use a network that we do not support, the transaction cannot be completed or settled. We will generate an automated record of this attempt which will be visible to you in-app, but this does not mean the cryptoassets have been accepted by us or credited to your spendable balance. Instead, the assets will be held temporarily while our automated systems perform required compliance screenings.

Following automated screening we will, where technically possible, return the cryptoassets to the original sending address ("Source Address"); where a return is not technically possible, the cryptoassets may be permanently lost. You will not have the right or option to designate an alternative destination address for these funds. Any applicable network or blockchain gas fees required to execute this return will be deducted directly from the asset value being returned.

If a return to the original Source Address is technically impossible (such as where the Source Address belongs to another provider's omnibus wallet or a single-use contract), or if you contact us through support, we may, at our sole discretion, allow you to provide an alternative destination address. Because this alternative transfer

triggers legal requirements under EU Travel Rule regulations, we cannot accept self-declarations alone; you will be required to provide independent, objective technical proof that you own and control the destination self-hosted wallet (such as through cryptographic message signing) before any assets are released.

To the maximum extent permitted by law, we accept no liability or responsibility for any permanent loss of funds, loss of value, or transaction delays resulting from your transfer of unsupported assets, the automated return of those assets to the Source Address, market fluctuations while the assets are in a suspense state, or your inability to provide objective technical proof of control over an alternative address.

Please note that once you have closed your Revolut Bank Account (or whilst your Revolut Bank Account is in the process of being closed), you should not attempt to send any cryptoassets to the Revolut deposit address. If you do, any cryptoassets sent to your deposit address may be permanently lost, and we will not be liable for any losses you or others incur by attempting to do this.

Minimum deposit thresholds

When you deposit certain cryptoassets with Revolut, they may go to an individual deposit address, rather than to our 'virtual account' that also holds cryptoassets for other Revolut customers. When this happens, an additional transaction on our side is needed to 'sweep' the cryptoassets from that address to our 'virtual account', so that your deposit can be safely stored and made available to you.

There are network fees associated with making this additional transaction, which fluctuate from time to time. To ensure that we cover our costs to make this additional transaction, provide the deposit service to you, and ensure that your deposit amount is not consumed by network fees, we have introduced minimum deposit thresholds for certain cryptoassets.

If you attempt to make a deposit below the stated minimum threshold, your deposit will show as 'pending' in the app until you make an additional deposit of the same cryptoasset to the same deposit address, so that your deposits in aggregate meet the minimum threshold. Once the minimum threshold is met, your deposits will be available in your Revolut X Account. There is no time limit for you to reach the minimum deposit threshold. Purchasing cryptoassets using the Revolut X app will not count towards meeting the minimum deposit threshold.

The cryptoassets that are subject to minimum deposit thresholds will be shown to you in the Revolut X app. Because network fees fluctuate, the stated minimum deposit

threshold for these cryptoassets is subject to change at any time and without notice. When you indicate that you want to deposit a particular cryptoasset, you will be informed whether it is subject to a minimum deposit threshold, and what the applicable threshold is, in the deposit instructions.

You will always have beneficial ownership of any cryptoassets you deposit with Revolut, even if it is below the minimum threshold. If you want to sell or withdraw your deposited cryptoassets that are below the minimum threshold, the easiest and quickest way to do this is to make a further deposit of the same cryptoasset, to the same deposit address, so that your aggregate deposit amount meets the minimum threshold.

Withdrawing cryptoassets to an external wallet

If you are a retail user, you can withdraw your cryptoasset balance to an external wallet. We will tell you which cryptoassets we support for withdrawals within the app.

You can withdraw in any supported cryptoasset, as long as your Revolut X Account has a sufficient balance in either:

- a supported cryptoasset (it does not need to be the same one you are withdrawing); or
- fiat currency.

A fee applies for withdrawals, which will always be shown to you in the app before you submit your instruction. For more information on withdrawal fees please check out our [Fee Pages](#).

Blocking, freezing, and returning deposits and withdrawals

To meet our regulatory obligations, we may be required to:

- Collect certain information from you before or after processing your withdrawal to an external wallet, share that information to the host of that external wallet and verify that the external wallet is owned or controlled by you (in case you are the beneficiary of the transfer).
- Collect and verify information about a deposit from an external wallet, and carry out a risk assessment on the deposit, before making it available to you.

We may freeze and retain a deposit or withdrawal, return an attempted withdrawal to you, or return an attempted deposit to its source, where:

- You do not provide the information we need to process or release a deposit or withdrawal, or we have good reason to suspect that information you have provided is incorrect or false.
- We receive insufficient information about a deposit from an external wallet, or the information does not match our records about who the intended beneficiary of the deposit is.
- The host of an external wallet rejects and returns your withdrawal to us.

Any deposit attempts involving unsupported assets or networks are handled separately and will be processed via the distinct automated workflow outlined in the 'Automated Screening and Return of Unsupported Deposits' section above.

You may be charged any network and service fees associated with returning a deposit to its source, or returning a withdrawal to you where it is rejected by the host of an external wallet.

We also apply financial crime and sanctions checks to deposits and withdrawals, which may result in us:

- Freezing a deposit or withdrawal, and asking you for additional information before processing or releasing a deposit or withdrawal.
- Blocking deposits to, or withdrawals from, certain external wallet addresses.
- Freezing and retaining deposits from a source that has been identified as being sanctioned, until applicable sanctions change, or you receive a 'Release of Blocked Funds' licence from an appropriate sanctions organisation.
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When a deposit or withdrawal is blocked, frozen, or returned, we will store and process this information in accordance with our legal and regulatory obligations. We may also share this information with other companies in the Revolut group for financial crime prevention purposes.

Refusing your instructions

We may refuse your instructions to deposit or withdraw cryptoassets when:

- There are not enough cryptoassets available in your Revolut X Account.
- We, or one of the exchanges or third parties we work with to provide our crypto services, are not available (for example, due to service disruption or scheduled maintenance).
- We have good reason to suspect that your instruction was for illegal purposes (for example, to commit fraud).
- We have good reason to believe that your instruction could badly affect our reputation or goodwill.

Limits

There is no limit to the amount of cryptoassets you can deposit.

We may limit the amount of cryptoassets you withdraw. We will show you the amount of any limit before we accept your instruction.

Liability

We are not liable for any losses you or others incur related to a withdrawal or deposit of cryptoassets to or from an external wallet, including as a result of the following:

- You deposit cryptoassets that we do not support or use a blockchain network that we do not support, including (but not limited to) any losses, transaction delays, or asset value changes that occur while the assets are held for screening or during the automated return process.
- You withdraw cryptoassets to an external wallet that is owned and controlled by you and the cryptoassets are lost after the transfer is completed (for example, you then send the assets from your external wallet to a recipient that turns out to be a fraudster).
- You attempt to deposit cryptoassets to your Revolut deposit address once your Revolut Bank Account is closed, or is in the process of being closed.
- A deposit or withdrawal is blocked, frozen, or returned.
- We refuse your instructions to deposit or withdraw cryptoassets.

- You withdraw cryptoassets to an external wallet that is not owned and controlled by you, or which you are unable to access, or which does not support the assets being withdrawn.

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Please remember that we will not be able to reverse any withdrawals or deposits as these transactions are irreversible. So, please check that you enter the correct deposit or withdrawal address before you submit your instructions. We will not be responsible for any losses you may suffer as a result of making a mistake entering the deposit or withdrawal address.

Cancelling your instructions

Because cryptoasset transactions are irreversible, you cannot cancel your instruction to withdraw cryptoassets once you have confirmed it at the transaction confirmation screen.

For more details on our cryptocurrency transfer services please refer to our [Transfer Services Policy](#).

7. Holding cryptoassets

How we hold cryptoassets as your nominee

You appoint us as your 'nominee' for the purpose of holding your cryptoassets. This means we hold the legal title to, and you are the beneficial owner of, the amount of cryptoassets we hold on your behalf.

As the beneficial owner, you have the absolute rights to the financial value of the cryptoassets we hold for you. You also have complete control of your cryptoassets and we will only act upon the instructions you give us. This means that, within the limits of these Terms, you can tell us when to sell, transfer, and withdraw your beneficial interest in the cryptoassets we hold for you. You will not be able to carry out transactions yourself.

Custody Services

As part of our custody services we will offer you the following services, within the scope of our authority under these Terms:

- Selling, transferring and withdrawing your cryptoassets.
- Keeping accurate records and accounts of your cryptoassets.
- Providing statements of your cryptoassets balance.
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Custody arrangements

Your cryptoassets are held in one or more virtual accounts that also hold cryptoassets for other Revolut customers. You will not have a separate cryptoasset account. You can use the Revolut X app to see the amount of cryptoassets we hold on your behalf.

If we see fit, we may appoint another person or organisation to hold your cryptoassets. That person or organisation would be referred to as a sub-custodian. There won't be any contractual relationship between you and any sub-custodian we appoint.

From time to time, in the course of processing transactions or facilitating transfers, your assets may be temporarily held in settlement wallets operated by affiliated entities. These arrangements are part of our standard operational procedures to ensure the secure and efficient handling of assets during the settlement process.

We will act as your nominee and your assets will always be held on trust for you by us meaning that you retain full beneficial ownership and rights to them at all times.

Please see our [Client Asset Safeguarding Policy](#) for more information as to how we ensure the safekeeping and the means of access to your cryptoassets. A summary of our Client Asset Safeguarding Policy may be found [here](#) and is available for download at any time.

Payment of fees

For operational reasons, we may transfer your cryptoassets from one client account held with our partnered sub-custodians to another, resulting in certain transaction fees being generated to facilitate this movement. This does not affect your rights to your cryptoassets. These transaction fees are paid using cryptoassets held in the account from where the transferred assets are held, i.e. your cryptoassets.

When we proceed with the internal transfers, we will reimburse an equivalent amount of the transaction fees paid from your cryptoassets as soon as possible and in any event, within the same day.

You hereby consent to the payment of the aforementioned transaction fees and instruct and authorise us to proceed as aforesaid.

Security Systems

Revolut prioritises security with robust policies and procedures to protect its systems, networks, and data. Key measures include network protections, segmentation, malware prevention, information security and awareness training, secure data handling, vulnerability management, and continuous monitoring.

Endpoint Detection & Response tools are deployed on all employee devices to detect and prevent abnormal activities, including malware, using an updated MITRE-based threat detection process.

External experts conduct quarterly Next-Gen Penetration Testing on Revolut's systems to identify and address vulnerabilities faster and more effectively. This is complemented by internal security testing and advanced simulations of real-world cyber threats.

Revolut's dedicated Cyber Threat Intelligence (CTI) team continually monitors and responds to potential external threats, ensuring the safety of our systems, customers, and employees.

Client Statements

You can view and download accurate, complete and up-to-date balance statements for your cryptoassets via the Revolut X app at any time.

Liability for loss of cryptoassets

Notwithstanding any other term limiting or excluding our liability for losses you incur while using our services, we will remain liable for the loss of your cryptoassets we hold in our custody or the means of access to such cryptoassets as a result of an incident that is attributable to us. In such cases, our liability will be capped at the market value of the cryptoasset that was lost, as at the time that the loss occurred.

How we communicate with you

We will communicate with you electronically, including via in-app and email notifications sent to the address that is linked to your Revolut X Account. You can update this address anytime in the app under Help > Account > Personal Details.

To ensure secure interactions with you, you must enter your passcode to access the app. For added security, we strongly recommend enabling Face ID or biometric verification. Accessing the web platform requires your passcode to view communications on the platform.

In order to ensure secure communications with you please note that we will never ask you to provide passwords or two factor authentication information. You must inform us immediately in the event that you know or should reasonably know that your authentication data has been stolen or may be misused.

You are solely responsible for safeguarding access to your Revolut X Account. We (or any of our affiliates) are not liable for any loss or damage resulting from your omission to use two factor authentication to safeguard your Revolut X Account.

8. Available cryptoassets

Our Revolut X Services are available only in connection with the supported cryptoassets displayed in Revolut X. 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 Revolut X, 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 Cryptoasset Account in the Revolut retail app, 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 Revolut X. If you still hold any cryptoassets in 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 Cryptoasset Account in the Revolut retail app, 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.

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.
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9. Revolut X API

This section applies when you use our Application Programming Interface ("**API**") to access Rev X. All use of Rev X via the API is subject to the same requirements as when Rev X 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 website.
- 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. 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.

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 Revolut X's 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 licence. This licence does not grant you any ownership or rights to Revolut X's 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 licence 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 app, the delivery of the Revolut X Services, or integration with Revolut X features.

10. Staking

If you are a retail client and hold selected cryptoassets with Revolut you may be given the option to “stake” them or, for some tokens. If you meet the minimum balance you’ll be automatically opted-in and begin earning rewards. You may find additional information in the [FAQ section](#).

Staking is a process that allows users to support the operation of a blockchain network, by participating in the transaction validation process of a proof of stake network. Users participating in this process may receive a reward as a return. If you instruct us to stake your cryptoassets, or, for some tokens, if you are automatically opted-in, we will use third parties known as validators to carry out your instruction. Validators are chosen by the network using a formula based on ownership of the underlying cryptoassets (in contrast to “proof of work”, blockchains that utilise computing power). We may also work with other partners to provide this service to you.

When you stake cryptoassets, or, for some tokens, when you are automatically opted-in, you are instructing us to use a third party provider to stake the cryptoassets on your behalf and you consent to such assets being staked by the third party.

We will select that third party provider based on the assets they support, protections against slashing and other commercial considerations. The list of assets available for staking on Revolut can be found in-app. We may, from time to time, change the list of cryptoassets available for staking, or cease to support staking altogether, and we will try to let you know in advance if we do that although it may not always be possible.

Note that even though we use a third party to provide staking services, your staked cryptoassets are not transferred to a third party. Revolut will continue holding these cryptoassets on your behalf and you remain the beneficial owner of your cryptoassets. You may opt-out from any automatic cryptoasset staking referred to in this section by submitting an instruction via the Retail app.

Fees

We may ask you to cover the network fees of making a staking transaction. If we do this, we will always show you the fees in-app before accepting your instruction.

Limits

We may limit the amount of cryptoassets you can stake or place other limits (minimum amount or maximum amount). We will show you the amount of any limit or restriction in-app before we accept your instruction.

Rewards

After we accept your instruction, or, for some tokens, after you are automatically opted-in, we will instruct a third party provider to stake the amount you have told us in-app. If we or anyone acting on our behalf successfully validates a block of transactions using your staked cryptoassets, a reward may be granted by the network or the third party. Generally speaking, the greater the amount of cryptoassets staked, the greater the chance of receiving a reward. The exact value of your reward, and hence annual yield, will be determined by the protocol of the applicable network (the **"Protocol"**), the third party or us, applying the principles of proportionality to the amount staked.

We will distribute this reward to you once we receive it from the network or the rewards are withdrawn from the validator at regular intervals, (which might be a few days after the rewards were generated), net of third party and our commission (which may vary according to how many cryptoassets you stake). We will stop distributing rewards at the point you unstake your cryptoassets, meaning that any rewards generated after that point will not be paid to you. The rewards that you may be entitled to receive depend on the token minus the commission Revolut charges for that token. You may find the commission we charge per token in the [FAQs](#). We will also automatically compound any rewards, unless stated otherwise.

Off-boarding

If you're eligible for a reward after you have been off-boarded from the Revolut X app, you waive the claim to the reward and consent that Revolut can keep this reward. We may also be unable to close your account while you have an open staking position that is subject to a lock-up period or the account closure might take longer than usual.

Refusing your instructions

Sometimes we might refuse your instruction to stake or unstake cryptoassets. If we do, we will not be responsible for any losses you suffer as a result. We may refuse your instruction if:

- There are not enough cryptoassets available in your Revolut X Account.
- We, or one of the exchanges or third parties we work with to provide our crypto services, are not available (for example, due to service disruption or scheduled maintenance).
- We have good reason to believe that your instruction could badly affect our reputation or goodwill.

No guarantee of reward

The rate of staking rewards is an estimate and depends on many factors outside our control, therefore we do not guarantee that you will receive any staking rewards. The return rate displayed in-app is indicative only and it is the expected annualised return based on historical data, net of Revolut's and third parties' commission.

We may refuse to pay any reward, and you will have no claim to any such reward, if we suspect the source of the reward to be associated with illicit or illegal activity or if it would be unlawful to do so.

Reward limitations and lock-up period

Depending on the Protocol there may be certain rules that limit the period of time during which your staked assets can generate a reward or the amount of staked cryptoassets eligible to participate in reward generation.

Some Protocols might also require a "lock-up" period, during which you cannot sell, withdraw or unstake your assets and you will not be able to close your Revolut Bank Account while you have an open staking position. We will always show you the expected duration of the expected period during which no reward is generated and any "lock-up" period, before we accept your instruction to stake.

Liability

Remember that cryptoassets are highly volatile and their value can fluctuate. Revolut is not liable for any losses that you suffer while staking your assets, as a result of any incident that is not attributable to us, including due to price fluctuation of cryptoassets staked subject to a “lock-up” period, an unexpected extension of any “lock-up” period, or a Protocol or other network upgrade or failure.

Slashing penalties

Certain acts or omissions of our partners can cause slashing penalties (a reduction in the staked principal amount) being imposed by the applicable network to cryptoassets staked on your behalf. This can be due to extended downtime or malicious activity or events that compromise the security of the network and may result in a loss of rewards or the principal of the staking assets. We are liable for such losses as long as the penalties are not a result of incidents that are not attributable to us, for example:

- Your acts or omissions.
- Protocol maintenance, bugs or errors.
- Hacker attacks or other malicious acts.
- Force majeure events.

Governance

Some of the Protocols include governance rules and voting mechanisms. In the case of our staking services, you agree that we or our partners (staking providers) are solely responsible for all staked assets' governance decisions regarding the staking services, and instruct us or our partners to exercise any voting right(s) on your behalf. We will not be liable for any decisions that may result in loss to you.

Protocol updates

Staking Protocols undergo periodic reviews in which the rules of staking might change. These changes might alter the duration of a lock-up period, affect the distribution of the rewards or the payment cycles, impact the price of cryptoassets, or otherwise result in loss to you. We'll do our best to inform you about any significant changes and how they may affect you, but this might not always be possible. We will not be liable for any loss to you resulting from a Protocol upgrade or update.

11. 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 Revolut X and use of the Revolut X Services, if any of the following apply:

- 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 these Terms (see paragraph 6 above), 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 Cryptoasset Account in the Revolut retail app.
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12. Changes to these Terms

These Terms govern, among other things, the procedure, time limits and conditions for amendments of these Terms and the Fees Page, as well as the method of informing you on such amendments.

Amendments to these Terms

We reserve the right to amend these Terms during the term of the Agreement for the following important reasons:

1. the introduction, amendment or repeal of generally applicable laws, or the issuance of final judgments by Cypriot courts, Polish administrative courts, Polish common courts (district and appellate courts), the Court of Justice of the European Union; the Supreme Court; Supreme Administrative Court and any other court or tribunal of any other European Member state, regarding how we provide our services or how you use our services, to the extent that this will result in an obligation for us to amend these Terms and only to the extent corresponding to

such amendments or judgments. Changes in this respect will not be made later than within six months from the date on which one of the above events occurs;

2. issuance, amendment or revocation of guidelines, provisions, decisions, or recommendations of the: Cyprus Securities and Exchanges Commission, General Inspector of Financial Information, Polish Financial Supervision Authority, President of the Office of Competition and Consumer Protection, Ministry of Public Finance, European Central Bank, European Securities and Markets Authority or other authorised public administration bodies and European regulators addressed to banks, crypto exchanges or to us directly, from which our obligation to amend these Terms arises. Amendments will be made to the extent resulting from the content of the aforementioned decisions, provisions, recommendations, positions;

3. a change in our offer, that is, if:

- we are introducing new products, services or functionalities, where the change will only consist of adding to these Terms of the new products, services, functionalities or adjusting the existing provisions of these Terms to include the new services, functionalities or products. The decision to use any new chargeable products, services or functionalities will be at your discretion;
- we change the scope of the services or functionalities of the products or services we offer (provisions concerning changed services or functionalities may or may not be part of separate terms and conditions for the product or service in question), but the change of these Terms will only concern the changed functionalities or services, and the changed services or functionalities will not lose their original character and will not impose additional burdens on you, and as long as this ensures the due performance of the Agreement by us; or
- we will cease offering a service or product, or limit the functionality of services or products, in which case the changes to these Terms related to the cessation of offering of a service or product or limitation of functionality will be introduced only within the scope of the provisions relating to the relevant service or product and will not limit the basic benefits resulting from the Agreement. Before we do this, we will inform you whether we offer similar services or products that you can use;

4. the need to:

- introduce changes to these Terms resulting from changes introduced by our partners or by crypto exchanges, staking validators, custody platforms, vendors for blockchain and forensic analysis, market makers, and providers of liquidity, infrastructure, custodian services, market data and chart analytics or any other third party vendor or partner of RDAEL or Revolut Ltd, but only to the extent necessary to ensure compliance with such changes;

- introduce technological and technical corrections or improvements in connection with the handling of the account;
- introduce new, adjustment or improvement of existing personal data protection measures; or
- ensure the protection of products and services against abuse, security threats, disruptions and uses that are incompatible with these Terms or applicable law, in particular criminal law (e.g. fraud),

only to the extent that it will be necessary to adapt these Terms to the solutions resulting from these changes. This will ensure proper implementation of these Terms and will not lead to an increase in your obligations; or

5. we need to make changes of a clarificatory, technical or editorial nature:

- updating our contact details, or registration details;
- introducing a new or changing the existing marketing name of our services and products or services and products that we offer together with our partners;
- making these Terms clearer to you by implementing changes to these Terms in order to provide you with a better understanding of our and/or other Revolut group company' services or products and content of the terms and conditions that apply to such services or products; such amendments will be made solely to enhance clarity and transparency;
- correcting typographical, spelling or punctuation errors, including adding additional explanations;
- merging or separating sections and provisions within these Terms; or
- changing the style, font or form of, or graphics within, these Terms,

provided that, in each case, this does not violate your interests, increase your existing obligations or limit your rights.

Changes described in this section will only be introduced if they do not lead to a change or deletion of provisions that are prohibited under Article 385[3] of the Civil Code.

Informing about changes to the Terms

Information about all changes, except for the changes specified in paragraph 5 above, will be sent to you by email together with the amended Terms on a durable medium attached to the email, no later than 30 calendar days before the date the changes take effect.

If you do not object to these changes or do not terminate the Agreement before changes to these Terms take effect, then we will consider that you have consented to them. You may object to the proposed changes in the period from the day you receive information about the changes to the day preceding the date they take effect. If you object but do not terminate the Agreement, the Agreement expires on the day preceding the date the changes take effect. You do not incur any fees in this respect.

We will make the changes of a clarificatory, technical or editorial nature specified in paragraph 5 above with immediate effect. We will send you information about such changes via email together with the attached amended Terms on a durable medium attached to the email, no later than on the same day when such changes come into effect.

Changes to Fees

We reserve the right to amend these Terms and the Fees Pages, including to change the amount of fees specified on the Fees Pages or the principles of their application and calculation, to introduce a new fee for activities (services) not previously covered by fees or to waive the collection of fees previously charged, during the term of the Agreement, for the following important reasons:

1. introduction, amendment or repeal of generally applicable laws and regulations or issuance of final judgments of Cyprus courts, Polish administrative courts, Polish common courts (district and appellate); the Court of Justice of the European Union; the Supreme Court; the Supreme Administrative Court and any other court or tribunal of any other European Member State, regarding how we provide our services or how you use our services, to the extent that this will result in our obligation to introduce changes or waive our fees and only to the extent corresponding to these changes or judgments, changes in this respect will not be made later than within six months from the date of occurrence of one of the above events;
2. issuance, amendment or revocation of guidelines, resolutions, decisions, or recommendations of: the Cyprus Securities and Exchanges Commission, General Inspector of Financial Information, Polish Financial Supervision Authority, President of the Office of Competition and Consumer Protection, Ministry of Public Finance, European Central Bank, European Securities and Markets Authority or other authorised public administration bodies and European regulators addressed to banks, crypto exchanges or directly to us, from which our obligation to change or waive fees results. Changes will be made to the extent resulting from the content of the above guidelines, decisions, resolutions, or recommendations;

3. reduction of existing fees or introduction of new products, services or functionalities, which either do not change existing fees or are free of charge and are favorable for you;
4. introduction of new paid products, services or functionalities of an optional nature, provided that this change will also consist of the introduction of new fees for the new functionality, service or product, and you will decide whether you would like to use such new paid products, services or functionalities; or
5. the need to amend these Terms or the Fees Pages solely to enhance clarity and transparency and to make these Terms or the Fees Pages clearer to you or the need to correct typos, editorial, spelling or punctuation errors, to the extent that this does not increase your obligations towards us or the scope and manner of providing services by us. Changes in this respect will not be made more often than twice a year.

If we change the fees due to the occurrence of at least one of the reasons specified above, such changes will be made in accordance with the direction of the change, excluding the reasons specified in points 4 and 5 above.

Changes to fees due to the occurrence of any reason specified above will be made provided that this will not lead to a change or removal of provisions that are prohibited in accordance with Article 385[3] of the Civil Code.

Informing about changes in Fees

Information about all changes specified in the section above will be sent to you by email together with the amended Terms or Fees Pages on a durable medium attached to the email, no later than 30 calendar days before the date the changes are to take effect.

If you do not object to these changes or do not terminate the Agreement before the date the changes to these Terms or the Fees Pages take effect, then it is considered that you have given your consent to them. You may object to the proposed changes at any time from the day you receive information about the changes to the day preceding the date they take effect. If you object but do not terminate the Agreement, the Agreement expires on the day preceding the date the changes take effect. You will not incur any fees in this respect.

Other changes

Other amendments to these Terms or any other document forming the Agreement will not be valid and binding unless they are accepted by you.

13. 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](#).

14. 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](#).

15. 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 will 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.

16. 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 Revolut X Account) 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 Revolut X Account is registered, and the service your complaint relates to, it will get sent to the right place.

17. 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 Revolut X 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.

18. 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.