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 use the Revolut app to:

- Buy, sell, deposit, and withdraw cryptoassets.
- Hold cryptoassets.
- Transfer cryptoassets to other Revolut users (sometimes called an "**off-chain transfer**").
- Stake cryptoassets.
- Spend cryptoassets from your Revolut Crypto Card

We call the services above our "**crypto services**".

To use our crypto services, you will need to register for a cryptoasset account (a "**Cryptoasset Account**") by providing your details, completing certain verification procedures, and accepting these Terms.

These Terms form a legal agreement (the "**Agreement**") between you and Revolut Digital Assets Europe Ltd ("**we**", "**us**").

These Terms do not govern payment or other regulated services related to your payment account with a 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 a "**Revolut Bank Account Offering Entity**"). The Personal Terms, Fees Page and any other documents that relate to your Revolut Bank Account form a legal agreement between you and the Revolut Bank Account Offering Entity.

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

You also agree that the use of the Revolut X trading platform will be governed by the Revolut X terms. In order to use the Revolut X trading platform, you will need to create a Revolut X Account. By creating a Revolut X account and using the Revolut X Services you agree to be bound by the Revolut X Terms and the Trading Rules.

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, the Markets in Cryptoassets Regulation ("**MiCA**") to provide cryptoasset services, including exchange of cryptoassets for funds or other cryptoassets and custody and administration of cryptoassets on behalf of clients.

You can ask for a copy of these Terms from one of our support agents through the Revolut app or download these Terms via our website or through the Revolut app.

Please read these Terms carefully.
To use our crypto services, you must have a Revolut Bank Account and be at least 18 years old. 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 crypto services (for example, to buy cryptoassets), you will not be protected by the European Deposit Guarantee Scheme ("**DGS**") or Cyprus Investor Compensation Fund, 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.

Our crypto services

2. Buying and selling cryptoassets

We act as your direct counterparty and all transactions are conducted on an over-the-counter basis.

Buying cryptoassets

You can buy cryptoassets using the money in your Revolut Bank Account, or by using cryptoassets in your Cryptoasset Account (for “spot orders” and "stop" and "limit" orders only, as defined below).

You can buy cryptoassets in the following ways. They are:

- You can place an order to buy cryptoassets straight away at the current market price ("**spot order**").
- You can set up an order to buy cryptoassets in the future, if the exchange rate hits the target rate you set ("**standing order**").
- You can set up an order to buy cryptoassets at regular intervals in the future, at the exchange rate at each individual time (a "**recurring buy order**").
- You can buy multiple cryptoassets by selecting a collection of cryptoassets (the "**buy a collection**" feature).
- You can use our spare change round up feature to automatically round up the value of a purchase made using your Revolut Crypto Card to buy cryptoassets (the "**spare change round up**" feature).

Spot orders

If you submit a spot order, we’ll follow the procedure below:

- You tell us how much money you want to spend, or how many cryptoassets you want to exchange and we'll let you know how much of a cryptoasset you can buy (using the exchange rate at the time).
- We present you with a quoted price shown at the order confirmation screen along with the relevant transaction details, such as applicable fees and trade details (the “**Quote**”).
- If you approve the Quote, your order becomes final at the moment you select 'Confirm' and we accept the transaction. Except as set out below, we accept it - and execute at the price shown on your order confirmation screen - only if (a) you confirm within the quote's validity period and (b) the market price has not moved beyond our tolerance since the quote (as described in our Commercial Policy). If either of these conditions is not met, the order is not completed, no trade takes place, you incur no cost, and you can request a new quote. However, where your order requires you to complete an additional authentication step before it can be submitted, and either of these conditions is not met, we will instead complete your exchange, with us acting as principal, at the prevailing market price at the time of execution, determined under the method in our Commercial Policy - which may be

higher or lower than the quoted price, applied the same way whether the market moves in your favour or against you.

- Your Revolut Bank Account Offering Entity will debit your Revolut Bank Account (if you buy cryptoassets for money) or we will or we will debit your Cryptoasset Account (if you buy cryptoassets for other cryptoassets).
- We will credit your Cryptoasset Account with the relevant cryptoassets.

By confirming a spot 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 spot order from your Revolut Bank Account without any further instruction from you.
This permission and the method of settlement of orders will be applicable to all ways of buying cryptoassets set out in this section. In case of insufficient balance in your Revolut current account, your order will be rejected.
Quotes are valid only for a limited time, and are subject to change if not accepted promptly.

Standing orders

Standing orders operate as conditional offers to transact with RDAEL on a pre-agreed basis if certain pricing parameters are met.
Once confirmed, these parameters cannot be changed, but you can revoke them before the transaction is executed and replace them with different price levels at no additional cost.

When you submit a standing order the procedure below will be followed:

- You tell us the cryptoasset you want to buy or sell and the target exchange rate that you want to buy or sell at (the "**Target Rate"**).
- You also tell us how much money you want to spend, or how many cryptoassets you want to exchange, and we'll let you know how much of a cryptoasset you can buy or sell (using the Target Rate).
- Once submitted, your standing order constitutes a conditional pre-authorisation for us to automatically trade with you at the Target Rate (or within a defined range), and for you to automatically accept the execution of the standing order at the Target Rate (or within a defined range). You can withdraw this instruction at any time before the Target Rate is met.

When the Target Rate is met:

- we will automatically offer to enter into the transaction with you at that price (or within an acceptable execution range); and
- your standing order instruction will be automatically accepted.

The execution range and any fees applied will be disclosed in the Revolut app at the time you submit your standing order.

Execution range
As with all crypto exchanges, there may be a delay (usually a few seconds) between submitting your instruction and it being fulfilled. This may result in the fulfilment price no longer matching your Target Rate. If this happens, we'll follow the procedure below:

- Stop loss: if the fulfilment price is within ±2% of your target price, we will fulfil your order and your stop loss will be completed. If the fulfilment price is outside that range, your stop loss will be paused for five minutes, and then reactivated. If your stop loss is paused in this way 10 times without being fulfilled, we will cancel your stop loss and let you know.
- Take profit: if the fulfilment price is above your target price, we will fulfil your order and your take profit will be completed. If it is below the target price, we will not fulfil your order, and your take profit will remain active.
- Limit orders: if the fulfilment price is within ±5% of your target price, we will fulfil your order and your limit order will be completed. If the fulfilment price is outside that range, your limit order will be paused for five minutes, and then reactivated. If your limit order is paused in this way 10 times without being fulfilled, we will cancel your auto exchange and let you know.

Recurring buy orders
If you set up a "**recurring buy**" order, we'll follow the procedure below:

- You tell us how much money you want to spend and we'll let you know how much of a cryptoasset you can buy if you buy it now (using the exchange rate at the time), or vice versa.
- You also tell us the first date on which you want to buy cryptoassets (which might be now, or in the future), and how often you want the purchase to recur (for example, weekly or monthly).
- If you click 'confirm order' we will make a binding offer to you to sell the chosen cryptoasset on each scheduled purchase date, using the exchange rate at the time of each purchase (not the exchange rate from the time you set up your recurring buy); and you accept each such binding offer.

- You may cancel or modify your recurring buy instruction at any time before the next scheduled date for the execution of your order.
- You'll spend the amount of money you told us you want to spend (using the exchange rate at the time of each purchase, not the exchange rate from the time you set up your recurring buy).

Buy a collection

If you "**buy a collection**", we will follow the procedure below:

- You tell us which collection you want to buy and which tokens you want to buy from the collection.
- You tell us how much money you want to spend and we will:

1. divide the amount by the number of cryptoassets available in that collection evenly (you may exclude some of the tokens).
2. present a Quote for each component of the collection at the order confirmation screen along with the relevant transaction details.

- By clicking "confirm order", you will accept the Quote and we will fulfil your instruction.
- Each cryptoasset purchased as part of a collection will show in your portfolio as a separate holding.

Spare Change

If you set up our "**spare change round-up**" feature, we will follow the procedure below:

- You set up a standing instruction for us to automatically round up the value of a purchase made using your Revolut Crypto Card to the nearest pound, euro, or other base currency of your Revolut Bank Account, and purchase cryptoassets with the difference. In some countries, we may round up to a higher increment, for example in Poland to the nearest 10 PLN. You can find the exact rounding amount in this FAQ.
- You can choose the cryptoasset to invest your spare change in, and use our spare change accelerator to multiply spare change contributions by a factor of 2, 3, 4, 5 or 10.
- Each time a round-up occurs, we will make a binding offer for the selected cryptoasset using its available price at the time of the card purchase (which will be determined in accordance with section 9) and the applicable fair usage fee (as per our Crypto Fees Pages) which you will be deemed to have accepted.

- You may disable the round-up feature or change the selected cryptoasset at any time.
- Cryptoasset purchases made using the 'spare change round-up' feature are not subject to minimum or percentage-based fees, but will be subject to our exchange rate at the time of the transaction, and any fair usage fees applicable to your subscription plan.

Selling cryptoassets

You can sell cryptoassets you hold in your Cryptoasset Account for money or for another cryptoasset.

When you submit an order to sell cryptoassets we'll follow the procedure below:

- You tell us how much money you want to receive, or how many cryptoassets you want to exchange, and we'll let you know how many crypto assets you can sell (using the exchange rate at the time).
- We will show you a Quote at the order confirmation screen along with the relevant transaction details, such as applicable fees, estimated settlement time and trade details.
- If you confirm the sell order through the app, this means that:

1. You have accepted the Quote; and
2. Subject to the conditions described above for spot orders, you entered into a binding transaction with RDAEL as your counterparty.

- We will sell the cryptoassets at the price shown to you when your order becomes final, or, where applicable, at the prevailing market price, in each case on the same basis as a buy spot order, as described above; and
- We will add the proceeds from the sale to your Revolut Bank Account (if you sell cryptoassets for money), or to your Cryptoasset Account (if you sell one cryptoasset for another).

We process the sale of your cryptoassets immediately. However, in extreme scenarios, when you sell cryptoassets for money, we may need to first receive the corresponding funds from our associated execution venues before they can be released to you. We will add the proceeds from the sale to your Revolut Bank Account upon receipt of the corresponding funds. During these rare scenarios this process may take up to five business days.

You cannot receive the proceeds from a voluntary sale in any other way.

If the value of the cryptoassets you are selling is less than 0.01 of your Revolut Bank 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.

Limits
We may limit the amount of cryptoassets you can buy or sell. The types of limit we apply (including maximum single-order amounts and the 24-hour exchange limit) are described in our Commercial Policy. You will be able to verify whether your order falls within a limit before you place your order.

Refusing your request
Sometimes we might refuse your request to buy or sell cryptoassets - if this happens we will notify you prior to your acceptance of our Quote. We will not be responsible for any losses you suffer as a result.
We may refuse your request if:

- There are not enough cryptoassets available in the market.
- There is not enough money in your Revolut Bank Account, or cryptoassets in your Cryptoasset 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 negatively affect our reputation or goodwill.
- Your use of our crypto services breaches these Terms.
- Our crypto 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.

In exceptional circumstances, we reserve the right to determine, acting reasonably, whether an extraordinary event has occurred that prevents us from fulfilling a final and binding order. Such events may include (but are not limited to) system failures, data feed errors, service interruptions or delays or other unforeseen circumstances beyond our control.
If such an event occurs, we will notify you as soon as reasonably possible. Once notified, you acknowledge and agree that we will not be obligated to complete the affected transaction, and that it will be considered as having been cancelled.
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 a verifiable serious technical error or malfunction 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 in a way that has an obvious error with respect to price, volume, or other parameters resulting in a material deviation from the provided Quote or requested transaction details. When this happens, you agree that we are permitted and you hereby authorise us to take all reasonable and necessary steps to restore your account to the position prior to the execution of the erroneous transaction.

Cancelling your orders
You cannot cancel any spot order once confirmed. You can only cancel a standing order before your “Target Rate” is hit, and you can only cancel a “recurring buy” the day before it is due to occur or reoccur.
You cannot cancel any order to sell cryptoassets once confirmed.

3. Depositing and withdrawing cryptoassets

Depositing cryptoassets from an external wallet
You can deposit cryptoassets into your Revolut Cryptoasset 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 technically not 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 Cryptoasset Account. There is no time limit for you to reach the minimum deposit threshold. Purchasing cryptoassets using the Revolut 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 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 on an eligible plan or in an eligible location (please refer to the FAQs), 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 Cryptoasset 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 Crypto Fees 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.

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 Cryptoasset 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.

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.

4. 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.

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 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 App and Revolut X 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 Cryptoasset 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 Cryptoasset 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 Cryptoasset Account.

5. Transferring cryptoassets

You can transfer cryptoassets to other Revolut customers that have onboarded to receive our crypto services in the Revolut app (sometimes called an off-chain transfer). If we accept your instruction, we'll transfer your beneficial interest in the relevant amount of cryptoassets to them.

6. Spending cryptoassets

If you live in an eligible location you can use your cryptoasset balance to pay for everyday spending using Revolut Pay or your linked Revolut Crypto Card. If you instruct us to do this in the app whenever you make a transaction using Revolut Pay or your linked Revolut Crypto Card, we will instantaneously convert your crypto

balance into the equivalent fiat amount to pay for your transaction, in accordance with section 2 (Buying and selling).
Once the conversion is done, your payment will be processed by your Revolut Bank Account Offering Entity under the applicable terms and conditions.

- If you request a refund from the merchant, you will be paid any funds due back in fiat currency into your Revolut Bank Account.
- For crypto card transactions, if the transaction was pending and it is later reversed, we will apply the credit to the cryptoasset balance used for the original transaction.

As with all transactions in cryptoassets, remember that the value of crypto may go down as well as up.

If the Cryptoasset Account you have selected to pay from does not have a sufficient balance, the transaction will be declined. In case of offline transactions, this may result in you going into a negative crypto balance. If that happens, we will debit your Revolut Bank Account with the fiat value equivalent to the negative crypto balance and effect an automatic exchange into crypto to clear that balance. This exchange will be subject to minimum or percentage-based fees, our exchange rate at the time of the transaction, and any fair usage fees applicable to your subscription plan.

Other payments
When using the Revolut app, you might be able to make payments (fiat transfers to other Revolut users, bank accounts or cards) using the cryptoassets held on your behalf by us. Such payments are not part of the cryptoassets services and, as a result, they are not governed by these Terms. Still, these payments can impact the balance of cryptoassets held on your behalf by us, should you opt for them.
If you opt for such payments, you instruct us to sell your specified quantity of cryptoassets in accordance with Section 2 (Selling cryptoassets) above.

7. Available cryptoassets

The list of available cryptoassets is shown in the Revolut app.From time to time, we may have to delist a cryptoasset.
When a cryptoasset is going to be delisted, we will try to give you the opportunity to sell that cryptoasset. We may also give you the opportunity to withdraw that cryptoasset to an external wallet if we support withdrawals for that cryptoasset in your geographic location. Once the delisting is announced, you will no longer be able to buy that cryptoasset on the app, and any standing orders that you have placed may be cancelled.

On the day the delisting takes effect, the cryptoasset will be removed from the Revolut app. If you still hold any cryptoassets being delisted on that date, you agree that we may, and instruct us to, convert them on your behalf to the base currency of your Revolut Bank Account at the exchange rate that applies at the time we make that conversion.
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.

8. Cryptoasset exchange rate

Whenever you make a cryptoasset exchange (within your plan's exchange limit), we use our exchange rate, add a fee (if one applies) and show you the total cost.

Where our cryptoasset prices come from
The price we show you for buying or selling a particular cryptoasset is calculated based on our exchange rate. The price we show you for buying a particular cryptoasset is higher than the price for selling that cryptoasset. This difference is known as "spread", and is a variable cost that is built into the price we show you for buying or selling a cryptoasset. For more details on the spread added by us please check out our Crypto Fees Pages.

How we set our cryptoasset exchange rate

We calculate our exchange rate by considering the bid-ask spread that other cryptoasset exchanges, over-the-counter trading partners, or other internal Revolut market-making entities offer us.
Our exchange rate is variable. This means it is constantly changing, and may depend on a combination of factors, including the type of cryptoasset, market liquidity, market volatility, and the size and type of your transaction. To ensure you are getting the value you are happy with, you can always see the current crypto exchange rate, inclusive of spread, in the Revolut app before you submit your transaction.
Spot orders are executed at the price displayed when your order becomes final, except where your order requires an additional authentication step and the conditions for execution at the quoted price are not met, as described in section 2 above, in which case we complete the exchange as principal at the prevailing market price determined under our pricing method, as set in our Commercial Policy. In all other cases, the exchange rate may change between the time you told us you wanted to buy or sell cryptoassets and the time your transaction is settled. This means that, for these other order types, if you ask us to buy cryptoassets, you may receive a little more or less cryptoassets than what you had expected, and if you ask us to sell cryptoassets, you may receive a little more or less money than you expected.
Our exchange rate doesn't include our crypto trading fees. We charge you a small fee on crypto transactions as set out on our Crypto Fees Page. We'll show you this fee in the app before you make a transaction, as well as after you make a transaction in the transaction details.
For more details on how we determine the price of cryptoassets, the spreads and limits we apply, please refer to our Commercial Policy.

9. Cryptoasset staking

If you live in an eligible location and hold selected cryptoassets with Revolut you may be given the option to "stake" them.
Depending on your location and the cryptoassets you wish to stake, you may be able to access one or both of the following staking products:

- **Locked Earn** – where your cryptoassets are staked on the relevant blockchain network and may become subject to an activation lock-up period imposed by the protocol of the applicable network (the "**Protocol**"), an unstaking lock-up period or other lock-up periods. This option will generally offer higher expected rewards, but you may not be able to sell, transfer, withdraw or unstake your cryptoassets until any applicable lock-up period has ended.
- **Auto-Earn** – a flexible staking option under which we stake only a portion of your eligible cryptoassets while keeping the remaining portion available to help

facilitate withdrawals and unstaking requests without the usual Protocol lock-up period in normal circumstances. Because only part of your cryptoassets is staked at any given time, rewards through Auto-Earn will usually be lower than rewards available through Locked Earn.

The availability of each staking option depends on your location and the relevant cryptoasset and will be shown to you in-app. 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, 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 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. Before you stake, you confirm that you have read and accepted the staking-specific risks for the relevant cryptoassets.

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.

Locked Earn

If you choose Locked Earn, we will instruct our third party staking provider to stake the cryptoassets you have selected on the relevant blockchain network. Depending on the relevant Protocol, your cryptoassets may become subject to an activation lock-up period, an unstaking lock-up period or other lock-up periods imposed by the Protocol. During any applicable lock-up period you may not be able to sell, transfer, withdraw or unstake those cryptoassets until the relevant Protocol permits them to be released. The applicable lock-up period (if any), together with any other relevant staking conditions, will be shown to you in-app before we accept your instruction to stake.

Auto-Earn

Auto-Earn is an optional, flexible staking service. It is designed to allow you to earn staking rewards while normally keeping access to your eligible cryptoassets without waiting for the usual Protocol lock-up period.

Because only a portion of your cryptoassets is staked on the relevant blockchain network at any given time, the rewards available through Auto-Earn will generally be lower than those available through Locked Earn.

Turning Auto-Earn on and off

Except for the cryptoassets described in the next paragraph, Auto-Earn is optional: you choose whether to use it. You can enable Auto-Earn with a single instruction that applies to all cryptoassets we make eligible for Auto-Earn, including eligible cryptoassets that you buy or receive in the future and any cryptoassets we add to Auto-Earn after you have enrolled.

By way of exception, for certain cryptoassets that have no lock-up periods and no slashing, Auto-Earn may be enabled by default, without a separate instruction from you, and you can disable it for those cryptoassets at any time. Where Auto-Earn is enabled by default for a cryptoasset, you are treated as having given the same instructions and consents in respect of that staking as if you had enabled Auto-Earn yourself.

When you enable Auto-Earn, you instruct us to stake your eligible cryptoassets in the manner described in this section, and you confirm that you have read and accepted the staking-specific risks associated with Auto-Earn.

How Auto-Earn works

So that you can access your cryptoassets without waiting for a Protocol “lock-up” period to end, we will generally stake only a portion of the cryptoassets allocated to Auto-Earn on the relevant network. We will retain the remaining portion so that we can facilitate sell, transfer, withdrawal and unstaking requests from you and other customers using Auto-Earn.

We determine the proportion of cryptoassets that will be staked and the proportion that will remain available, taking into account expected customer demand, operational requirements, available network liquidity, the applicable unstaking periods and the rules of the relevant Protocol. We may change those proportions from time to time.

Although Auto-Earn is designed to provide access to your cryptoassets without the usual Protocol lock-up period, immediate access cannot be guaranteed. In exceptional circumstances - for example, where a large number of customers submit withdrawal or unstaking requests for the same cryptoasset at the same time and there are

insufficient immediately available cryptoassets to satisfy those requests - we may need to unstake additional cryptoassets before your request can be completed. In that case, the standard unstaking lock-up period or other applicable Protocol lock-up period will apply before your cryptoassets become available. Any such delay applies only to the affected cryptoasset and will not affect your other Auto-Earn holdings. Disabling Auto-Earn does not avoid this: if there are insufficient cryptoassets immediately available, unstaking on disable is subject to the same delay. We will not be liable for any losses you suffer as a result of such delay. This paragraph applies only to cryptoassets that are subject to a Protocol unstaking or lock-up period. It does not apply to cryptoassets that have no lock-up period and no slashing (for which Auto-Earn is enabled by default), which you can unstake and access at any time.

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, including the amount of cryptoassets that are eligible to earn staking rewards). We will show you the amount of any limit or restriction in-app before we accept your instruction.

Rewards

After we accept your instruction 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, the third party or us, applying the principles of proportionality to the amount staked.

Where you use Auto-Earn, because only a portion of your cryptoassets in the Auto-Earn pool is staked through the relevant Protocol at any time and is pooled with cryptoassets staked by our other clients, rewards for each cryptoasset are pooled and distributed between customers in proportion to their holding of that cryptoasset. As a result, the rewards available through Auto-Earn will generally be lower than the rewards available for the same cryptoasset through Locked Earn

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 fees and our commission, if any (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 may charge for that token. For example, if our commission is between 0% and 50%, the estimated reward will be between 50% and 100% of the yield generated by the Protocol. You may find the current staking commission rates 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 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 while we are unable to release cryptoassets held through Auto-Earn because the applicable Protocol unstaking or other lock-up period is still running, 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 Cryptoasset 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 cryptoassets 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 period during which no reward is generated and any “lock-up” period, before we accept your instruction to stake.
Where you use Auto-Earn, you will normally be able to sell, transfer, withdraw or unstake your cryptoassets without waiting for the applicable Protocol lock-up period to end. However, in the limited circumstances described under "How Auto-Earn works", the applicable Protocol lock-up period may apply before your cryptoassets become available.

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, to the extent that the loss results from an incident that is not attributable to us, including (but not limited to) due to price fluctuation of cryptoassets staked subject to a “lock-up” period, any delay in releasing cryptoassets held through Auto-Earn in the circumstances described in these Terms, or a Protocol or other network upgrade or failure. Our liability for any loss resulting from an incident attributable to us, shall be capped at the market value of the crypto-asset that was lost, at the time the loss occurred.

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 that are inherent in the relevant Protocol and outside our and our partners' (including validators') control.
- Hacker attacks or other malicious acts that are genuinely independent of, and not attributable to, us or our partners (including validators).
- Force majeure events.

Where only a portion of your cryptoassets is staked through Auto-Earn, any slashing penalty that we do not compensate for will be allocated between affected customers on a proportionate basis, taking into account the portion of each customer's cryptoassets that was actually staked through the relevant Protocol when the penalty arose.

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, affect the operation or availability of Auto-Earn, 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.

Crypto Learn & Earn

Crypto Learn & Earn is a programme offered by Revolut which allows you to learn about supported cryptoassets by completing short lessons, and earn crypto rewards.

10. How does Crypto Learn & Earn work?

Crypto Learn & Earn gives you the opportunity to learn about a specific cryptoasset and familiarise with the world of crypto by completing lessons consisting of videos or cards and answering questions designed to test your knowledge and understanding. Once completing a lesson, you may receive a small amount of cryptoasset as a reward.

What are the participating cryptoassets?
We regularly update the lessons included as well as the cryptoassets offered via Crypto Learn & Earn and you can see a full list of participating cryptoassets by visiting the list of FAQs.

Who is eligible to receive a reward?
Crypto Learn & Earn is available to all customers in the countries outlined in this FAQ.

What reward will I receive?
The reward you will receive for completing a lesson will be shown to you in the Revolut app before starting each lesson. The reward amount you will receive will be denominated in fiat currency (like GBP or EUR), but the reward will be in a cryptoasset token (for example "€5 of DOT"). The amount of cryptoasset rewarded will be calculated using the exchange rate at the time of the reward, as outlined in these Terms.
You may read through and complete a lesson multiple times, but you are only eligible to earn the reward associated with that lesson once. If we have reasonable grounds to believe that you have engaged in any fraud or material abuse of this programme (such as for example attempting to obtain an unfair advantage through deception) we may take any action we see fit including refusing to pay any reward. Crypto Learn & Earn rewards are limited while funds last. We may change the reward amount or remove it completely.

Risks

11. Risks of cryptoassets

Cryptoassets carry significant risks. You should carefully consider whether it is appropriate for you to buy cryptoassets.
These risks include the following:

- 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 any cryptoassets we hold for you.
- 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. Unlike normal money, no bank or government can stabilise the value of cryptoassets if it changes suddenly. This means that the value of any reward we may pay you under the Crypto Learn & Earn programme will be subject to the same risk of fluctuation in price.

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

Legal bits and pieces

12. What happens if there's a network impact incident?

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 a cryptoasset we hold for you 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 or our partnered exchanges 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 in our sole discretion 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 and security or other network impact incidents like any other piece of software. These might impact our ability to provide our crypto services too. If they do, we’ll take any appropriate action provided for in these Terms.

13. Taxes

Please remember that your use of our crypto 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.

14. Can we change 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) through the Revolut app 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, for example, in an emergency (e.g. such as 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.

15. Do we process personal data?

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

16. Are we responsible if something goes wrong with your crypto service?

We'll do as much as reasonably possible to make sure that our crypto 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.
Sometimes we'll suspend use of our crypto services so that we can make technical changes, add new features (such as new cryptoassets), make sure it runs smoothly or improve its security. We'll try to give you notice before we do this, although we might not be able to do so in an emergency. We'll also try to keep any suspension as short as possible.

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.
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
- 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 our service or cause you loss. We are not liable if this happens.
For example, this could happen when there is:

- A network impact incident (see some non-exhaustive examples above).
- A change in law or regulatory requirements, which has the potential to affect the cryptoassets we hold on your behalf.
- 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 crypto 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.

17. When you might be responsible for our losses

You may be responsible to us for certain losses. If you break these Terms in a serious way, 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.

18. When could we end your crypto services?

We will try to give you two months' notice if we need to end your crypto services. However, we may immediately, and without notice, suspend your access to our crypto services, or terminate your access to our crypto services and end this Agreement, if any of the following apply:

- Your Revolut Bank Account 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 Section 3 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.
- You've broken these Terms in a serious way, and you haven't put the matter right within a reasonable time of us asking you to (if the breach is capable of being remedied).
- You have died.
- You've been declared bankrupt (or the equivalent in the country you live in).
- We have good reason to believe that your use of our crypto 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 our crypto services and end this Agreement?

If we suspend or terminate your access to our crypto services for any of the reasons above, this may result in:

- Your access to our crypto services being blocked in future.
- Your access to any services offered by other companies in the Revolut group being blocked, suspended or terminated immediately.

If we terminate your access to our crypto services, you will be asked to sell all of your cryptoasset holdings with Revolut by a specified date. If you do not do so, you agree that we may, and instruct us to, sell all of your cryptoasset holdings on your behalf, according to the exchange rate at the time and subject to applicable fees. We will place the proceeds of the sale in your Revolut Bank Account.

19. How to make a complaint

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.

You may submit a complaint 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 the Revolut Bank Account Offering Entity, 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 Bank Account is registered, and the service your complaint relates to, it will get sent to the right place.

20. Disclosures

Because of the way we structure and provide our crypto 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 the following things:

- You can only enter into cryptoasset transactions with us in the app, and not with third parties.
- We set our own cryptoasset exchange rate. This means that our prices will be different from the mid-market rate for buying or selling a particular cryptoasset, as well as the rates shown on other exchanges or trading platforms.
- We may execute hedging transactions to manage our risk when providing our crypto services. These transactions can impact the cryptoasset exchange rate shown to you for buying or selling cryptoasset. We will keep any profits generated by our hedging activity.
- 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.

21. Our Agreement

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'.

Cyprus 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. 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.