

Global Account

Cryptocurrency Terms & Conditions

The basics

1. Why this information is important

These terms and conditions govern the relationship between you and us.

They apply when you:

- use the Revolut app to buy, sell or receive cryptocurrency (also referred to as “Digital Payment Token” or “DPT”); or
- send cryptocurrency to other Revolut accounts.

They also set out other important things that you need to know.

These Crypto Terms, along with our Personal Terms, the Fees Pages and any other documents we give you that apply to our services, form a legal agreement (the agreement) between:

- you; and
- Revolut Technologies Singapore Pte. Ltd. (“Revolut”, “we”, “us” or “our”).

Revolut Technologies Singapore Pte Ltd is a company incorporated in Singapore (UEN 201721013G) and its registered address is 36 Robinson Road, #20-01, City House, Singapore 068877. Revolut is regulated as a Major Payment Institution by the Monetary Authority of Singapore (“MAS”) under the Payment Services Act (No. 2 of 2019) (“PSA”) to carry on the business of providing Account Issuance Service, Domestic Money Transfer Service, Cross-border Money Transfer Service, E-money Issuance Service, Merchant Acquisition Service and Digital Payment Token (“DPT”) Service. You can verify this information at the MAS website [here](#). As a regulated entity, we are required to comply with all applicable laws, regulations, notices and guidelines issued by the relevant government and regulatory authorities.

We call our services that allow you to buy, sell and receive cryptocurrency 'the crypto services'. The crypto services we provide to you under these Crypto Terms constitute a DPT Service under the PSA. The MAS requires us to provide the following risk warnings to you in connection with those services.

Revolut Brasil Prestadora de Serviços de Ativos Virtuais Ltda. ("Revolut Brasil") will be jointly responsible with Revolut for your onboarding, screening, monitoring and customer support as per the Terms and Conditions, as a virtual asset intermediary ("intermediária de ativos virtuais").

Keep in mind that cryptoassets and cryptocurrencies are not protected by the Brazilian Credit Guarantee Fund (FGC) or any other fund, and are not covered by any form of insurance.

Before you:

- (a) pay Revolut any money or DPT; or
- (b) pay a third party any money or DPT under an arrangement by Revolut,

you should be aware of the following.

1. Revolut is licensed by MAS to provide DPT services. Please note that this does not mean you will be able to recover all the money or DPTs you paid to Revolut or any other third party referred to above, if Revolut's or the third party's business fails.
2. You should be aware that MAS does not supervise or regulate Revolut for the provision of unregulated services. This includes any service of trading digital payment token derivatives such as futures.
3. You should not transact in the DPT if you are not familiar with this DPT. This includes how the DPT is created, and how the DPT you intend to transact is transferred or held by Revolut.
4. You should be aware that the value of DPTs may fluctuate greatly. You should buy DPTs only if you are prepared to accept the risk of losing all of the money you put into such tokens.
5. You should be aware that Revolut, as part of its licence to provide DPT services, may offer services related to DPTs which are promoted as having a stable value, commonly known as "stablecoin"

Please also refer to the risk warnings we have set out in section 7 of these Crypto Terms. If there is any inconsistency between these Crypto Terms and our Personal Terms, these Crypto Terms will prevail.

You can access a copy of these Crypto Terms through the Revolut app at any time. To use all the functions of the app, you must be connected to the internet.

Please read these terms and conditions carefully.

We do not provide any personal financial advice relating to our crypto services. You should carefully consider your personal situation and the financial risks you are willing to take before buying cryptocurrencies. You may want to speak to a qualified financial adviser before making any decision regarding the crypto services.

2. The cryptocurrencies available

The cryptocurrencies available to purchase through our crypto services in Singapore from time to time are shown in the app.

We'll let you know if we start offering any other cryptocurrencies. We'll also do our best to let you know in advance if we decide to stop offering a cryptocurrency, although, it may not always be possible to give you advance notice, for example in an emergency (e.g. if a cryptocurrency becomes illegal due to a sudden change in applicable laws and regulations or if a cryptocurrency suddenly changes the way it functions or its name).

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

You can contact us at any time through the Revolut app if you have any questions about our crypto services.

Buying, selling, exchanging

3. Buying cryptocurrency

You can instruct us to buy cryptocurrencies for you using the e-money in your Revolut account. You can buy cryptocurrencies in three ways. They are:

- You can "buy now", and buy cryptocurrency straight away;
- You can set up an "auto exchange", and buy cryptocurrency in the future, if the exchange rate hits the target rate you set; and
- You can set up a "recurring buy", and buy cryptocurrency at regular intervals in the future, at the exchange rate at each individual time.

If you "buy now", we'll follow the procedure below:

- you tell us how much e-money you want to spend and we'll let you know how much cryptocurrency you can buy (using the exchange rate at the time);
- if you click 'exchange', and we accept your instruction, we'll buy the cryptocurrency from our partnered cryptocurrency exchanges, such as Coinbase.

If you set up a "auto exchange", we'll follow the procedure below:

- you tell us the "target" exchange rate that you want to exchange at;
- you also tell us how much e-money you want to spend and we'll let you know how much cryptocurrency you can buy (using the "target rate");
- if you click 'auto-exchange', your instruction will be submitted. If the target rate is hit, and if we accept your instruction, we'll buy the cryptocurrency from our partnered cryptocurrency exchanges, such as Coinbase.

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

- you tell us how much e-money you want to spend and we'll let you know how much cryptocurrency you can buy if you buy it now (using the exchange rate at the time);
- you also tell us the first date on which you want the crypto to be bought (which might be now, or on the future) and how often you want the purchase to recur (for example, weekly or monthly)
- if you click 'confirm order', your instruction will be submitted. If we accept your instruction, on the first date you told us to buy the cryptocurrency and on every date you told us you wanted the purchase to recur, we'll buy the cryptocurrency from our partnered cryptocurrency exchanges, such as Coinbase. We'll spend the amount of e-money you told us you want to spend (using the exchange rate at the time of the purchase, not the exchange rate from the time you confirmed your order).

In situations where we won't be able to buy cryptocurrency for you, we'll inform you of the reasons. If we can buy the cryptocurrency, we'll take the e-money you told us you wanted to spend from your Revolut account and hold the cryptocurrency for you.

Refusing your instructions

Sometimes we might refuse your instruction to buy or sell cryptocurrency. If we do, we will not be responsible for any losses you suffer as a result.

- We may refuse your instruction if:
- there is not enough cryptocurrency available in the market;
- one of the partnered crypto exchanges is not available (for example, as a result of a disrupted service);
- we have good reason to suspect that your instruction was for illegal or improper purposes (for example, to commit fraud); or
- we have good reason to believe that your instruction could negatively affect our reputation or goodwill.

Cancelling your instructions

You cannot cancel any instruction to buy cryptocurrency once it has been received and accepted by us.

If you have elected within the Revolut app to exchange cryptocurrency via an auto-exchange you may cancel the transaction prior to execution. This means you can only cancel an "auto exchange" before your "target rate" is hit. Please see section 6 for further information.

Holding your cryptocurrency

By agreeing to these Crypto Terms, you appoint us as your agent to provide our crypto services and as your nominee for the purpose of buying, selling and holding your cryptocurrencies on your behalf. Under this arrangement:

- we will use funds in your Global Account to buy (or sell) the beneficial ownership interest in cryptocurrency using the partnered exchanges, as set out in these Crypto Terms;
- we will instruct Revolut Ltd (an UK incorporated Revolut company) to buy (or sell) the beneficial ownership interest in cryptocurrency using the partnered exchanges;
- Revolut Ltd will then sell to (or buy from) us the beneficial ownership interest in the cryptocurrency for onwards sale to (or purchase from) you;
- we will hold the legal interest in the cryptocurrency purchased as your nominee;
- you will hold the beneficial ownership in the cryptocurrency you buy in this way, which entitles you to all the economic rights that attach to the cryptocurrency that you purchase;
- You acknowledge that:
 1. The laws and practices relating to the trust account in the jurisdiction under which the appointed custodian is licensed may be different from the laws and practices in Singapore; and
 2. Any such difference may affect your ability to recover your assets deposited in the trust account
- You authorise us to:
 1. Accept Instructions: Accept instructions from you or your authorised representative relating to your use of our crypto services. We may assume the authenticity of such instructions unless we have reasons to believe otherwise.
 2. Act Upon Instructions: Act upon any instruction that we believe to be authentic and valid. This includes executing transactions, making changes to your account, or any other actions requested as part of our crypto services.
 3. Entitlements and Rights: Claim and receive entitlements accruing to you on your behalf, and exercise your right and power arising from the ownership of the assets belonging to you.

You are responsible for ensuring the accuracy and completeness of the instructions. We shall not be liable for any errors, losses, or damages arising from inaccurate or incomplete instructions given by you or your authorised representative.

In the event that you incur any liabilities to us, whether arising from unpaid fees, invoices, damages or any other financial obligation, you agree that we shall have the right to realise the assets we are safeguarding on your behalf as collateral to meet your liabilities to us.

In the event that any of our appointed custodians default in the safeguarding arrangements, we commit to making every effort to recover and protect your crypto assets. However, we will not be able to guarantee the full recovery of all of your assets in the event of a custodian default. You acknowledge and accept the inherent risks associated with holding crypto assets with a third-party custodian.

Whilst we have commingled your assets with those of other customers as part of our safeguarding arrangements, please note that your interest in the assets may not be identifiable by separate physical documents or electronic records. However, Revolut will maintain records of your interest in the assets that have been commingled.

Should you wish to have more information relating to the safeguarding of your assets with our partnered exchanges or appointed custodians, you may reach out to customer support in-App.

There are no additional fees and costs for the safeguarding of your assets with our partnered exchanges, or appointed custodians.

You have control of the ability to buy, sell or exchange the beneficial interest you hold in the cryptocurrency (subject to these Crypto Terms) and we will only act upon your instructions with respect to your cryptocurrencies. You will not have direct access to any of the partnered exchanges, appointed custodians, or the private cryptographic key related to any cryptocurrencies you purchase.

Your cryptocurrency is held in a 'virtual account' with the partnered exchanges, or appointed custodians, that also hold cryptocurrencies for other Revolut customers.

You can use the Revolut app to see the amount of cryptocurrency being held on your behalf.

There won't be any contractual relationship between you and Revolut Ltd, partnered cryptocurrency exchanges, or any appointed-custodians. If we exercise reasonable care in the selection of any partnered exchange, or any appointed custodian, we will not be liable to you for any loss you suffer as a result of any act or omission of that partnered exchange or appointed custodian.

Limits

You are eligible for up to a maximum of \$100,000 USD per single cryptocurrency exchange and 100 exchanges (across fiat currencies and cryptocurrencies) per any 24 hour period.

4. Selling cryptocurrency

If you instruct us to sell cryptocurrency we will:

- sell the cryptocurrency at the exchange rate available at the time of your instructions on our partnered exchanges; and
- add the proceeds from the sale to your Revolut account in the fiat currency you elect, where the funds will be held in accordance with our Personal Terms.

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

5. Transferring cryptocurrency

Transferring cryptocurrency to other Revolut customers

- **Local Transfers Only:** You can only transfer crypto to other Revolut Singapore customers who have completed onboarding with Revolut Technologies Singapore Pte Ltd to receive our crypto services in the Revolut app. If we accept your instruction, we will transfer your beneficial interest (ownership) in the relevant amount of crypto to that customer.
- **Inter-entity transfers are not permitted:** You will no longer be able to send crypto to, or receive crypto from, other Revolut customers located outside Singapore. You cannot transfer crypto to anyone outside the Revolut app.

Spending cryptocurrency

You cannot pay or make purchases in cryptocurrency using your Revolut card. This means that if you make a payment using your Revolut card and the only funds you have in your Revolut account are denominated in a cryptocurrency, then the payment will fail.

Withdrawing cryptocurrency

You cannot withdraw cryptocurrency from your Revolut account and the beneficial interest you hold in the cryptocurrency does not entitle you to receive the digital cryptographic keys on which the cryptocurrency is stored.

6. How we set the exchange rate

Our exchange rate for buying or selling cryptocurrency is set by us, based on the rate that the crypto exchanges offer us. It is a variable exchange rate, which means it is constantly changing. You can always see the current rate in the Revolut app.

Our exchange rate doesn't include our fees. We charge you a small fee on crypto exchanges as set out in our Fees Page. We'll show you this fee in the app before you make an exchange, as well as after you make an exchange in the transaction details.

The exchange rate may change between the time you told us you wanted to buy or sell cryptocurrency and the time we actually buy or sell it on your behalf. This means that if you ask us to buy cryptocurrency, you may receive a little more or less

cryptocurrency than what you had expected and if you ask us to sell cryptocurrency, you may receive more or less e-money than you expected.

We are not responsible if you suffer any losses as a result of trading in cryptocurrency.

Remember, unless you are a Premium or Metal customer (to be launched), you can make a set amount of fee-free exchanges in cryptocurrency, commodities and foreign currencies every month. However, after that, you will start paying a fair usage fee. More details on this amount, as well as the fair usage fee are set out on our Fees Page. This fair usage fee applies in addition to any crypto fees.

Risks

7. Risks of cryptocurrencies

Cryptocurrency carries significant risks. You should carefully consider whether it is appropriate for you to purchase cryptocurrency depending on your financial circumstances and risk appetite.

These risks include the following:

Risks	Explanation
Information Security Risk	Unlike fiat money, when you buy, sell or transfer cryptocurrency you are dealing with something digital, not something tangible. This means that, like any other digital system, cryptocurrencies are at risk of being hacked or affected by technical problems. This could result in you losing your cryptocurrency or delay your ability to sell or transfer the cryptocurrency. The partnered exchanges and appointed custodians are also at risk of being hacked, and if that happened you could lose some or all of your cryptocurrency.
Regulatory Risk	The regulation (or lack of regulation) of cryptocurrency or crypto exchanges can change at any time. Any change could affect the value of any cryptocurrency we hold for you.
Volatility Risk	The value of cryptocurrency can fall (and is more likely to do so than normal money is). This could happen if, for example:

Risks	Explanation
	(i) a new, better cryptocurrency is created; (ii) software developers make unexpected changes to how the cryptocurrency works; or (iii) there is a change in cryptocurrency regulation. The price or value of cryptocurrencies can rapidly increase or decrease at any time. It may even fall to zero. Unlike fiat money, no bank or government can stabilise the value of cryptocurrency, if it changes suddenly.
Partnered Exchange and Appointed Custodian Risk	We provide the crypto services through arrangements with Revolut Ltd, partnered exchanges and other appointed custodians. If one of these entities fails to perform their obligations (including where they are insolvent), you may lose some or all of your cryptocurrency.

8. Technical considerations

What happens if there is a network impact incident?

What happens if there's a 'fork'?

A fork is a sudden change in how a cryptocurrency works and is inherent to the open nature of blockchain technology. It occurs where the rules of the blockchain are intentionally or unintentionally altered by users of the blockchain (or 'miners'). A fork may seriously change the function, value or even the name of a cryptocurrency. If this happens, we'll speak to the partnered cryptocurrency exchanges and determine the best approach for our customers.

Unfortunately, for reasons beyond our control, a hard fork may cause a cryptocurrency to be split into two cryptocurrencies. If this happens you will maintain your holding in the cryptocurrency that, of the two competing blockchains, becomes the dominant blockchain according to the adoption and value of the cryptocurrency. If the partnered exchanges decide to support both blockchains following the fork, we will evaluate supporting the alternate blockchain at that time and notify you accordingly through the Revolut app.

A fork may also affect the exchange rate offered.

By accepting these Crypto Terms, you acknowledge and accept the risks that a fork may occur and that you will be subject to any associated benefits or losses that may

arise as a result of a fork.

What happens if there is an airdrop?

A cryptocurrency airdrop is the practice of sending bonus cryptocurrency to existing users in order to promote awareness of the currency in question. This could affect the price or value of the cryptocurrency. An airdrop can also affect the exchange rate. If an airdrop occurs we will make a decision as to whether or not to support it based on technical, compliance and regulatory considerations. Therefore, we cannot guarantee that this will be made available to users.

What happens if there is a “buyback-and-burn”?

In most “buyback-and-burn” cryptocurrency models, a network generates income in one cryptocurrency token and uses the proceeds to “buy-back” and “burn” its own native token. The intent is to increase the value of the cryptocurrency by reducing its supply as income grows. Reducing the supply may increase the value of this cryptocurrency 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?

A cryptocurrency is software based. This means it's prone to bugs and security or other network impact incidents like any other piece of software. These might impact our ability to provide our services too. If they do, we'll take any appropriate action provided for in these Crypto Terms.

9. Taxes

The buying and selling of cryptocurrencies may have tax implications for you. It is your responsibility to determine whether, and to what extent, any taxes will apply to the transactions you conduct using the crypto services.

We are not responsible for collecting taxes or making tax payments on your behalf and we recommend that you seek professional tax advice in relation to the crypto services before using them. We do not accept any liability for taxes that you may be required to pay to the Inland Revenue Authority of Singapore or any other applicable tax authority, including the Receita Federal, the tax authority in Brazil.

The buying and selling of cryptocurrencies may have tax implications for you, for Revolut and for Revolut Brasil. Revolut and/or Revolut Brasil may disclose and/or report information regarding your purchase and sale of cryptocurrencies to any relevant tax and regulatory authorities in order to comply with any applicable local tax laws and regulations.

For this purpose, you acknowledge and agree to provide Revolut and Revolut Brasil with any information regarding your crypto transactions for purposes of complying with any tax and/or regulatory obligations towards the relevant regulators.

Legal bits and pieces

10. Can we change these Crypto Terms?

From time to time we may need to change these Crypto Terms, including:

- if we think it will make them easier to understand or more helpful to you;
- to reflect the way our business is run, particularly if the change is needed because of a change in the way any 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; or
- because we are changing or introducing new services or products that affect our existing services or products covered by these terms and conditions.

Telling you about changes

We'll notify you of any changes to these Crypto Terms through the Revolut app. If we add a new product or service that doesn't change the terms and conditions of your account or increase the amount of fees and charges payable by you, we may add the product or service 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. 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 change unless you tell us otherwise once we notify you of the changes.

11. Are you responsible if something goes wrong with your crypto service?

We'll do as much as reasonably possible to make sure that our 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 or that the services will be free from faults. We also rely on some third parties to provide the crypto services to you, which can sometimes be disrupted due to events outside our control. We'll always do our best to solve any problems with our crypto services, no matter what the cause. Sometimes we may need to suspend use of our crypto service so that we can make technical changes, add new features (such as new cryptocurrencies), make sure the crypto services run smoothly or improve security. We'll give you as much notice as we can before we do this, although this may be limited in an emergency situation. We'll try to limit any suspension so it lasts as short a time as possible.

As cryptocurrency is software based, this means it's prone to bugs and security or other network impact incidents like any other piece of software. A network impact incident might impact our ability to provide crypto services to you.

If we break the agreement, we will only be responsible for any loss that we could have foreseen at the time we entered into the agreement.

Is Revolut liable for events outside of its control?

Although we do our best to provide our crypto services to you, there is a risk of events outside of our control occurring. 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 have the potential to affect the cryptocurrencies we hold on your behalf; or
- Any other event beyond our control.

Is Revolut responsible if you suffer any losses?

We will not be liable for any direct or indirect losses you suffer as a result of events outside of our control that affect cryptocurrencies in any way (e.g. name, value, function, legality or availability). We will also not be liable for any losses (direct or indirect) that result from technical problems with our system or that of our partners.

Will Revolut let you know if certain events are affecting your cryptocurrency?

We will try to provide you with information on any events impacting your cryptocurrency. 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 cryptocurrency 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 cryptocurrencies.

12. When you might be responsible to us for certain losses

If you have breached these Crypto Terms and this has caused 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. You won't be responsible if this would mean that we are compensated twice for the same loss; and

- you will also be responsible for any reasonable legal costs that arise as a result of our losses. 13. How do I end my crypto services?

You can end the agreement at any time by letting us know through the Revolut app or by emailing us at feedback@revolut.com.

14. When could we end your crypto services?

We will give you at least 30 days' notice if we need to end the crypto services.

However, we may immediately end this agreement if any of the following apply:

- we suspect that you are behaving fraudulently or in an illicit manner;
- you haven't given us information we need, or we believe that information you have provided is incorrect;
- you've broken these Crypto Terms regularly or in a serious way, and you haven't put the matter right within a reasonable time of us asking you to;
- you are deceased;
- you've been declared bankrupt;
- we have good reason to believe that your use of our crypto service could damage our reputation or business, or badly affect us or any of our services; or
- we have to do so by law.

What happens if we end this agreement

If we end this agreement we will sell all the cryptocurrency that we hold on your behalf and place the proceeds denominated in USD dollars in your Revolut account.

15 Asking for help

In case you need help with the crypto feature and transactions you make, you can reach out to us via customer support 24/7, you can access it on Home > Profile > Help > New Chat or into a transaction selecting the "Ask for help" button.

What if I don't have the support needed?

If you're unhappy with our service, we'll try to put things right.

If you have a complaint, relating to your crypto transactions, you can fill our Complaints form. Refer to the Personal Terms or the Complaints page on our website for more information on how to make a complaint. Our Complaints Notice can be found [here](#).

16. Other information

Our contract with you.

Only you and us have any rights under the agreement.

The agreement is personal to you and you cannot transfer any rights or obligations under it to anyone else.

These Crypto Terms are published simultaneously in English and Portuguese. If there are any inconsistencies or disputes between the English and Portuguese versions, the Portuguese version will prevail.

Our right to transfer

We reserve the right to transfer, assign or novate this agreement if we reasonably think that this won't have a significant negative effect on your rights under these Crypto Terms or we need to do so to comply with any legal or regulatory requirement or you consent to any such transfer.

Our right to enforce the agreement

If you have broken the agreement between you and us 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.

Taking legal action against us

These Crypto Terms are governed by the laws of Singapore. If you want to bring a claim against us in the courts, only the courts of Singapore will be able to deal with any matters relating to these Crypto Terms.

17. Disclosures

- We may make decisions about how or where to custody cryptocurrency (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 cryptocurrency exchanges, dealers, or third parties over others. Our policy on storage arrangements is based on regulatory requirements (e.g. ensuring that at least 90% of our customers' crypto assets that are deposited in trust accounts are stored at all times in cold wallets), and is aimed at maximising the security of our customers' crypto holdings, ensuring cost efficiency and optimising liquidity levels. To mitigate the risk of loss of customers' assets due to cyber attacks, we ensure that we monitor for, assess and identify relevant security threats and continually improve our control measures in the areas of cyber security.
- In the event that your crypto assets are lost due to fraud or negligence on our part, we shall be liable to you as follows:
 1. Fraud or gross negligence: If it is determined that the loss of customer assets resulted from fraud or gross negligence by us or our employees, we will

compensate affected customers for the full value of the lost assets at the time the loss is discovered.

2. Investigation: Upon notification of a potential loss, we will promptly initiate an investigation to verify the cause and extent of the loss. Customers may be required to provide relevant information and cooperate with the investigation.
3. Compensation process: Once our investigation confirms that the loss was due to our fraud or negligence, we will notify the affected customers and arrange for compensation. The compensation will be in the form of equivalent crypto assets or their monetary value at the time of loss, at our discretion.
4. Exclusions: We shall not be liable for any losses resulting from factors beyond our control, including but not limited to, market volatility, third party service failures, or actions taken by regulatory authorities.
5. Customer responsibilities: You are responsible for safeguarding your account credentials and ensuring that you are following best practices for security. We will not be responsible for losses arising from your failure to protect your account information.

18. Contact Information

Online chat: <https://www.revolut.com/pt-BR/contact-us/>

Support phone numbers: +55 11 5039 1888 and +55 0800 591 1445 (toll-free);

Emails:

- **support@revolut.com** – customer support
- **Ombudsman:** available on business days, from 8:00 a.m. to 6:00 p.m. (Brasília time), at 0800 591 1329 or by email at ouvidoria@revolut.com – for complaints that could not be resolved through the customer support channels listed above
- **courtorders@revolut.com** – fraud, information requests, or fund blocking requests
- **juridico@revolut.com** – judicial matters or other legal issues