

# 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. We will also send it to you in PDF format.

**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. We will notify you of any updates necessary to keep the Revolut app in conformity with this Agreement. In case of failure to install such updates, we won't be responsible for any issues or lack of conformity in the Revolut app that result from your decision.

## **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 by confirming your order we will fulfil your instruction. Your order will then become binding and final.
- 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  $\pm 2\%$  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  $\pm 5\%$  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 [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 and trade details.
- If you confirm the sell order through the app, this means that:
  1. You have accepted the Quote; and
  2. You entered into a binding transaction with RDAEL as your counterparty.
- we will sell the cryptoassets at the exchange rate at the time; and
- 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, as part of our operational processes, when you sell cryptoassets for fiat, we must first receive the corresponding funds from our associated execution venues before they can be released to you. We will credit your Revolut Bank Account upon receipt of the funds - however, on rare occasions, 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. You will be able to verify whether your order falls within a limit before you place your order. You can also check these limits when submitting a request in the Revolut app. The amount of your limit may be increased at any time.

## **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.
- Our platform is not available due to scheduled maintenance about which you were informed in advance.
- We have evidence that your instruction was for illegal purposes (for example, to commit fraud).

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.

## **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. Any deposits for unsupported cryptoassets may be permanently lost, and we will not be liable for any losses you suffer as a result of this.

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 may be 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. The amount of the threshold for a particular cryptoasset may be decreased at any time.

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 [Fee Pages](#).

### **Blocking, freezing, and returning deposits and withdrawals**

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

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

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

- You do not provide the information we need to process or release a deposit or withdrawal, or we have evidence that the 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.

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 will inform you about any such fee, before you order the return of deposit to its source or return of the withdrawal.

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.
- Our platform is not available due to scheduled maintenance about which you were informed in advance.
- We have good reason to suspect that your instruction was for illegal purposes (for example, to commit fraud).
- We have evidence 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. You can also check these limits in the Revolut app. The amount of your limit may be increased at any time.

### **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 cryptoassets that were delisted (provided that you were informed about such delisting in advance).
- 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, provided that you have been informed that your account will be 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, unless such losses are the result of an incident for which we are not liable under applicable law.

### **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 that your authentication data has been stolen or may be misused.

You are 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 two weeks' notice and the opportunity to sell the 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:

- 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 (change of protocol) or its name.
- The third parties we work with to provide our crypto services stop supporting the cryptoasset.
- 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 Fee 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.

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 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 [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.

## 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 or, for some tokens, if you meet the minimum balance you'll be automatically opted-in and begin earning rewards. You may find additional information in [the FAQ section](#).

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

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

We will select that third party provider based on the assets they support, protections against slashing and other commercial considerations. The list of assets available for staking on Revolut can be found in-app. We may, from time to time, change the list of cryptoassets available for staking. In such cases, we will endeavour to give you two weeks notice. However, such advance notice may not be possible where:

- immediate action is required to address a security threat, system vulnerability, or technical malfunction related to staking infrastructure or the third-party provider.
- the third-party staking provider suddenly suspends, discontinues, or materially alters its staking services or terms, including in response to validator downtime, performance issues, or slashing penalties.
- a blockchain undergoes a fork, network reorganisation, protocol upgrade, validator set change, or other disruption that affects staking operations.
- a regulator, government authority, or court requires us or the third-party provider to cease, restrict, or modify staking services for specific assets.
- market volatility or operational risks means continued exposes users or us to potential loss.
- force majeure events, understood as events of an objective, universal nature, which are external (not related to our activities), extraordinary and unpredictable, and whose effects could not have been prevented or avoided have occurred.

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

## **Fees**

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

## **Limits**

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

## **Rewards**

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

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

## **Off-boarding**

We may be unable to close your account while you have an open staking position that is subject to a lock-up period or the account closure might take longer than usual.

## **Refusing your instructions**

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

- There are not enough cryptoassets available in your 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).
- Our platform is not available due to scheduled maintenance about which you were informed in advance.

### **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 have evidence that the source of the reward is associated with illicit or illegal activity or if it would be unlawful to pay.

### **Reward limitations and lock-up period**

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

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

### **Liability**

Remember that cryptoassets are highly volatile and their value can fluctuate. We will only be liable for any losses that you suffer while staking your assets as a result of any incident that is not attributable to us and in any circumstances specified in applicable law. As such, we will not be liable for losses resulting from price fluctuation of cryptoassets staked subject to a "lock-up" period, an unexpected extension of any "lock-up" period, or a Protocol or other network upgrade or failure.

### **Slashing penalties**

Certain acts or omissions of our partners can cause slashing penalties (a reduction in the staked principal amount) being imposed by the applicable network to cryptoassets staked on your behalf. This can be due to extended downtime or malicious activity or events that compromise the security of the network and may

result in a loss of rewards or the principal of the staking assets. We are liable for such losses as long as the penalties are not a result of incidents that are not attributable to us, for example:

- Your acts or omissions.
- Protocol maintenance, bugs or errors.
- Force majeure events, understood as events of an objective, universal nature, which are external (not related to our activities), extraordinary and unpredictable, and whose effects could not have been prevented or avoided.

### **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.

### **Protocol updates**

Staking Protocols undergo periodic reviews in which the rules of staking might change. These changes might alter the duration of a lock-up period, affect the distribution of the rewards or the payment cycles, impact the price of cryptoassets, or otherwise result in loss to you. These updates are beyond our control. 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. As we have no control over these updates, 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 evidence 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.

## **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?**

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

### **Amendments to these Terms**

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

1. the introduction, amendment or repeal of generally applicable laws, or the issuance of final judgments by Cypriot courts, Polish administrative courts, Polish common courts (district and appellate courts), the Court of Justice of the

European Union; the Supreme Court; Supreme Administrative Court and any other court or tribunal of any other European Member state, regarding how we provide our services or how you use our services, to the extent that this will result in an obligation for us to amend these Terms and only to the extent corresponding to such amendments or judgments. Changes in this respect will not be made later than within six months from the date on which one of the above events occurs;

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

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

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

4. the need to:

- introduce changes to these Terms resulting from changes introduced by our partners or by crypto exchanges, staking validators, custody platforms, vendors for blockchain and forensic analysis, market makers, and providers of liquidity,

infrastructure, custodian services, market data and chart analytics or any other third party vendor or partner of RDAEL or Revolut Ltd, but only to the extent necessary to ensure compliance with such changes;

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

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

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

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

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

1.

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

### **Informing about changes to the Terms**

Information about all changes, except for the changes specified in paragraph 5 above, will be sent to you by email together with the amended Terms on a durable medium

attached to the email, no later than 30 calendar days before the date the changes take effect.

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

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

### **Changes to Fees**

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

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

waive fees results. Changes will be made to the extent resulting from the content of the above guidelines, decisions, resolutions, or recommendations;

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

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

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

### **Informing about changes in Fees**

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

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

### **Other changes**

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

## 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. 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 keep any suspension as short as possible. We'll give you notice before we do this, although we might not be able to give you such notice in the following instances:

- Where there is an unexpected technical failure, outage, overload, or performance degradation that may compromise the operation, security, or integrity of the crypto services.
- A network impact incident (as described in these Terms).
- Where we detect, or reasonably suspect, a cyberattack, hacking attempt, system intrusion, malware infection, or other security breach affecting our systems, users, or third-party infrastructure.
- When we are required to act by law, court order, regulator, financial intelligence unit, or other competent authority.
- Times when a service or infrastructure provider (such as a cloud host, payment processor, wallet custodian, or liquidity provider) suffers an outage, security breach, or suspension that impacts our ability to operate safely.
- Where urgent maintenance, repair, patching, or updates are required to prevent or mitigate potential loss, data corruption, or system compromise.
- Where extreme or abnormal market conditions cause instability, excessive slippage, or liquidity shortages that could result in unfair or erroneous pricing or execution.

- Force majeure events understood as events of an objective, universal nature, which are external (not related to our activities), extraordinary and unpredictable, and whose effects could not have been prevented or avoided.
- Where continuing operations could expose users, the company, or third parties to material financial loss, data compromise, or legal liability.

We are liable for such losses to the extent specified in the Polish Civil Code. This means we may be liable only for the normal consequences of an act or omission that caused the damage.

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 liable for such losses to the extent specified in the Polish Civil Code. As such we may not be responsible for losses which are the result of incidents such as:

- Your acts or omissions.
- Protocol maintenance, bugs or errors.
- Force majeure events understood as events of an objective, universal nature, which are external (not related to our activities), extraordinary and unpredictable, and whose effects could not have been prevented or avoided.
- Incidents affecting name, value, function, legality or availability of cryptoassets, which are beyond our control or control of any third party which works with us.
- A network impact incident (as described in these Terms).
- 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, and this causes us to suffer a loss, you will be responsible in accordance with the provisions of the Polish Civil Code. This means that you may be responsible for losses we suffer as a result of your action, as well as for any lost profits. This also means that you may be responsible for our legal costs.

## 18. When could we end your crypto services?

We will 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 have evidence 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.
- You haven't given us information we need, or we believe that information you have provided is incorrect or not true.
- You've breached these Terms, 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 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](mailto: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 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:

- Within the app, you can only enter into cryptoasset transactions with us. Any transaction made directly with third parties is prohibited.
- 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.

## 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.

### **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.