

Know Your Customer Policy

Know your customer policies have become increasingly important worldwide lately, especially among banks and other financial institutions, in order to prevent identity theft, money laundering, financial fraud and terrorist activity.

Bitchain holds a zero tolerance fraud policy, and is taking all measures possible to prevent it. Any fraudulent activity will be documented and all related accounts to it will be immediately closed. All funds in these accounts will be forfeited.

Prevention:

Bitchain aims to ensure the integrity of any sensitive data it obtains, such as your account information and the transactions you make, using a variety of security measures and fraud controls. Securing your electronic transactions requires us to be provided with certain data from you, including your preferred deposit method.

When you deposit funds we will require the following documents

PROOF OF ID

Government Issued Photo ID: International Passport or National ID (Front & Back),

clearly indicating your full name, date of birth, signature, photo, issue date & valid expiration date and MRZ lines, if applicable. Your name must correspond with the name you supplied on your application.

Scan or take a photo of your
Government issued Photo ID or Passport.

Proof of Residence

Utility Bill [i.e. Gas, Electricity, Landline Telephone, Internet, Tax] or Bank Statement/Credit Card Statement – dated within the last three months. Your Proof of Residence must correspond with the name and address as indicated on your application.

CREDIT CARD

If you choose to fund your trading account with a Credit/Debit Card

– a copy of both sides indicating your name, expiration date, last four digits on the front and signature on the back.

This is to ensure that payments and withdrawals are made only to and from the Card in your possession

Scan or take a photo of your credit card

(Please make sure the 4 corners of the card are within the frame)

To maintain the security of your card we recommend you cover the numbers on

the front of your card except the last 4, and the CVV code.

DOD

A signed purchase history of your online transactions DOD.

Bank Wire Confirmation

If you choose to transfer funds via Bank Wire – provide the Bank Wire Confirmation.

If you have any questions, please don't hesitate to contact our customer support: [compliance@ Bitchain.info](mailto:compliance@Bitchain.info)

Documentation criteria:

Scan or high resolution digital photograph

Colour copy

All four edges visible

Use *.jpg, *.jpeg, *.png, *.gif, *.pdf, *.tif, *.tiff, *.doc, *.docx or *.rt

When do I need to provide these documents?

We highly appreciate you taking the time to provide us with all the necessary documents as soon as you can, in order to avoid any delays in processing your transactions. We require the receipt of all the necessary documents prior to making any cash transactions to your benefit.

Some circumstances may require us to request these documents before allowing any other activities in your account, such as deposits or trades.

Please note that if we will not receive the required documents on file, your pending withdrawals will be cancelled and credited back to your trading account. We will notify you on such event via our system.

How can I send you these documents?

Please scan your documents, or take a high quality digital camera picture, save the images as jpegs, then send it to us via mail to [compliance@ Bitchain](mailto:compliance@Bitchain)

How do I know my documents are safe with you?

Bitchain holds the security of documentation at highest priority, and treats all documents it receives with utmost respect and confidentiality. All files we obtain are fully protected using the highest level possible of encryption at every step of the review process.

We Thank You For Your Cooperation In Helping Us Make Bitchain A Safer Place To Trade.