

Terms and Conditions

This agreement (the "Agreement") is intended for clients of SQ States LTD. It describes the services provided by SQ States LTD. The company's activities are governed by the financial laws of England and Hong Kong.

This Agreement is made between you and the following legal entities:

- **SQ UK** - registered in England under number 08985643, with its registered address at: 62 Highdown Worcester Park, Surrey, KT4 7JB.
- **SQ States LTD** - registered in England under number 15082364, with its registered address at: 30 St. Mary Axe, London, England, EC3A 8BF.
- **SQ States LTD** - registered in Hong Kong under number 76893697, with its registered address at: 106 Bedford Rd, Tai Kok Tsui, Hong Kong.

Hereinafter, SQ States LTD is also referred to as the "Legal Entity."

References in this Agreement to "SQ States," "we," "our," or "us" refer to SQ States LTD as the entity responsible for providing the discussed services, and references to "you" or "your" refer to the party entering into this Agreement with SQ States. Where a clause refers to "Legal Entity" without further specification, such clause applies to all the listed legal entities.

By registering to use an account on the sqstates.com website or any of its associated websites, application programming interfaces (APIs), or mobile applications (hereinafter referred to as the "Site"), you must accept the terms of this Agreement by checking the appropriate boxes confirming that you have read, understood, and accepted all the terms and conditions of this Agreement, as well as our Privacy Policy and Cookie Policy.

We combine electronic money services, digital currency services, and additional services (hereinafter referred to as the "SQ STATES Services"), provided through the SQ STATES platform ("SQ STATES Platform"), available online through the Site or otherwise as may be specified by SQ STATES. Each of the services provided by SQ States LTD is delivered in accordance with Clause 2 below.

1. Eligibility

To be eligible to use the services of SQ States LTD, you must be at least 18 years old and reside in a country where the relevant services of SQ States LTD are available.

2. Services

2.1 Electronic Money Services

SQ States LTD is an authorized electronic money institution registered under number 15082364 and 08985643 in the register of companies in England, and under number 76893697 in the register of companies in Hong Kong.

2.2 Digital Currency Services

The following services may be provided to you by SQ States LTD:

(A) One or more digital currency deposits equivalent to the US dollar at the time of contract execution. The personal account balance allows you to store, track, transfer, and manage your balances of supported digital currencies such as Bitcoin, Tether (USDT) (TRC20, BEP20, ERC20), TRX, or Ethereum (hereinafter referred to as "Digital Currency" or "Digital Currencies").

(B) A local currency exchange service that allows you to receive digital currency into your balance or send funds to replenish it (subject to certain restrictions that can be clarified by customer support on the company's official website). All transactions are possible only through the website's customer support, whose contacts are listed in the "Contact" section ("Digital Currency Exchange Service").

IMPORTANT NOTICE:

SQ States LTD is a financial services provider offering its services from England and Hong Kong.

2.3 Multiple Liabilities

The liability of the parties under this Agreement is several and not joint. Each party is responsible only for its own obligations and any breach thereof. This means that no party is liable for the breaches of another party.

2.4 Fees and Taxes

You are responsible for paying all fees and taxes in your country of residence. SQ States LTD pays income taxes in accordance with the laws of England and Hong Kong.

3. Account Creation

3.1 Registration of an SQ STATES Account

To use the services of SQ STATES, you must register an account ("SQ STATES Account") by providing your details (name, email address, and password) and agreeing to the terms of this Agreement. By using the account, you confirm that you will use the services of SQ States LTD only for yourself and not on behalf of any third party. Each client may register only one account. You are fully responsible for all actions that occur under your account. SQ STATES, at its discretion, may refuse to open an account for you, suspend or close any account (including duplicate ones), and terminate the investment of digital currency in your account.

3.2 Identity Verification

You are required to provide the requested information (as necessary to fulfill our legal obligations under the Anti-Money Laundering Act and other applicable laws) and allow records of such information to be stored in accordance with legal requirements. You will need to complete a verification process before using services and accessing certain features, including electronic money and digital currency transfers. Service usage restrictions may change based on the collection of additional information.

The information we collect may include personal data such as your name, phone number, email address, date of birth, and any other information we are required to collect by law. We only request the information necessary to fulfill our obligations.

4. Electronic Money Services

4.1 Deposits

You can top up your electronic money account by transferring cryptocurrency from any exchange or wallet (or using other payment methods available on the Site for your region). Your electronic wallet will reflect the funds as soon as they are received. You may only deposit your own funds from your personal account, not from a joint, pooled, or third-party account. Upon receiving funds into your account, you will be issued SQ STATES electronic money equivalent to the US dollar. SQ STATES will hold the funds received from users in a special escrow account at a regulated financial institution. The electronic money held in the account will not earn interest.

4.2 Deposits or Withdrawals of Digital Money

You can top up your balance with digital currency using electronic money. To complete such a transaction, follow the relevant instructions on the Site. You authorize us to debit electronic money from your electronic wallet to purchase digital currency. Please note that funds may be debited from your electronic wallet before the digital currency is credited to your account. You can also sell digital currency in exchange for electronic money. You authorize us to debit the digital currency from your wallet and credit the corresponding amount of electronic money to your electronic wallet.

4.3 Transaction Receipt

The withdrawal period is 72 business hours from the time a withdrawal request is created in the personal account.

4.4 Cancellations

Once a transaction for funding digital currency using electronic money has been initiated, it is not possible to revoke consent for that transaction.

4.5 Failed Payments

If a payment to top up your balance is unsuccessful, SQ STATES may, at its discretion, either cancel any related digital currency transactions or debit funds from your other payment methods (including SQ STATES balances or other linked accounts) to complete the transactions. You are responsible for maintaining sufficient balances to avoid overdrafts or other fees charged by your payment provider.

4.6 Account Information

You will be able to view your account balance and transaction history using the Site, including the amount of each digital currency deposit, payer and/or recipient identification references, any fees charged (including a breakdown), exchange rates, and the post-exchange amount, as well as the debit or credit date for each digital currency purchase.

4.7 Redemption of Electronic Money

You can redeem all or part of the electronic money in your account at any time by selecting the appropriate option on the Site and following the instructions. Unless otherwise specified, the funds will be transferred to the wallet you designated when filling in your personal details. If this Agreement is terminated, we will refund all remaining electronic money in your wallet and attempt to transfer it to the account you specified. Before redeeming electronic money, we may conduct checks to prevent fraud, money laundering, and other financial crimes, as well as to comply with legal requirements.

4.8 Unauthorized and Incorrect Transactions

If a deposit or withdrawal was initiated from your wallet using your account credentials, we will assume that you authorized the transaction unless you notify us otherwise. If you believe an unauthorized or incorrect transaction has occurred, contact us as soon as possible, but no later than 22 business days after it has taken place. We are not responsible for such transactions if you do not notify us within the specified time frame.

4.9 Unauthorized Transactions

If an unauthorized transaction occurred due to our error, we will refund the amount within 72 business hours of receiving the notification and restore your electronic wallet to its previous state.

4.9.1 Incorrect Transactions

If an incorrect transaction occurred due to our actions, we will refund the amount without undue delay and restore your electronic wallet to its previous state.

4.10 Consent

By opening an account, you agree to provide us with payment services. You may withdraw this consent at any time by closing your account.

4.11 Complaint Process

If you have a complaint, please contact our customer support at support@sqstates.com.

5. Transaction Restrictions and Additional Verification

5.1 Deposit and Withdrawal Restrictions for Electronic Money

All services provided by SQ States LTD do not impose limits on the amount of fiat or digital currency you can deposit or transfer within a specified period. Transaction limits may vary depending on the payment method and the level of verification. We reserve the right to modify these limits as necessary.

5.2 Additional Verification

In compliance with anti-money laundering laws, we may request additional information about you or your business to increase withdrawal limits. If certain amounts are exceeded, we reserve the right to charge you for the costs and fees associated with the additional verification, notifying you in advance.

6. Suspension, Termination, and Cancellation

6.1 Suspension, Termination, and Cancellation

We may deactivate or terminate your account with immediate effect for any reason, including but not limited to:

(A) The need to protect our reputation if it may be at risk due to your SQ STATES account or your activities within your SQ STATES account. For example, the dissemination of knowingly false information, including any publications that are such, and any similar actions that may threaten the reputation of our company;

(B) The need to comply with applicable laws, regulatory acts, or any court or other authority to which we are subject in any jurisdiction;

(C) Your violation of the terms of this Agreement;

(D) Your violation of our Privacy Policy;

(E) Our concern that a transaction is erroneous or related to the security of your SQ STATES account, or suspicion that SQ States LTD's services are being used fraudulently or without authorization;

(F) Suspicion of money laundering, terrorism financing, fraud, or any other financial crimes;

(G) The use of your SQ STATES account is under threat or subject to pending litigation, investigation, or procedure by the government, and/or we believe there is an increased risk of non-compliance with laws or regulations related to the activity of your SQ STATES account;

(H) Any actions on your part that may circumvent our controls, such as opening multiple SQ STATES accounts or abusing promotions that we may offer from time to time.

6.2 Consequences of Termination or Suspension

Upon termination of this Agreement, you may still access your account unless prohibited by law. If your account is suspended or terminated, we may require you to undergo identity verification procedures again.

7. Liability

7.1 Indemnification and Safeguarding

You are obligated to indemnify us, our affiliates, and service providers, as well as each of our employees, directors, agents, and representatives, for any expenses (including attorney fees, fines, and penalties imposed by regulatory authorities) that may be incurred in connection with your actions or inactions that constitute a breach of this Agreement (including violations of the Privacy Policy or Prohibited Use Policy). The investment company is committed to returning the invested funds to the investor in full, as well as the profit generated as a result of managing the investments, at the end of the contract term. In the event that obligations to the client cannot be fulfilled, the insurance company Legal & General assumes responsibility and makes payments to clients that cover the invested amount and any profits not withdrawn by the client.

7.2 Limitation of Liability

The total liability of SQ States LTD to you for any individual claim or series of related claims is limited to the maximum aggregate value of digital currency and electronic money deposited in your account at the time of the relevant breach. In cases of slight negligence, the liability of SQ States LTD will be limited to foreseeable damages that may arise within the scope of the contract. Exceptions to this limitation apply in cases of intentional misconduct, gross negligence, or breaches of obligations related to the protection of life and health.

7.3 Continuous Availability

The services of SQ States, the Platform, and the Site are provided "as is" and "as available" without any warranties of availability. We do not guarantee uninterrupted access to the Site, services, or materials. SQ States is not liable for any losses arising from actions taken based on information presented on the Site.

7.4 No Liability for Breach

We are not liable for any breach of the Agreement if it is caused by circumstances beyond our control, the consequences of which could not have been avoided.

8. Site Availability and Accuracy

8.1 Access and Availability

We strive to provide quality service but do not guarantee that the Site or other Services will be available without interruptions. We cannot guarantee that all orders will be executed, registered, or remain open.

8.2 Accuracy of the Site

Information on the Site may be changed or updated without prior notice. You should independently verify all information before using it, and we are not liable for decisions based on this information.

9. Customer Feedback, Inquiries, Complaints, and Dispute Resolution

9.1 Contacting SQ States

If you have feedback, questions, or complaints, please contact us via email at support@sqstates.com. Include your name, email address, and information necessary to identify your account.

9.2 Complaints

If issues arise, we recommend first contacting our support team. Within 15 business days of receiving your complaint, we will review your request and send a response. If the review takes longer, we will notify you of the reasons for the delay and the expected time frame for a response.

10. Data Protection

10.1 Personal Data

We may process personal data about you and individuals associated with you in accordance with the Privacy Policy, which is part of this Agreement. You guarantee that the data provided complies with all applicable data protection laws.

11. Security

11.1 Authentication and Verification

To access the services, users must provide an email address and password. We offer two-factor authentication using a mobile device. Users are responsible for the security of their devices and the data used to access the services.

11.2 Security Breach

If you suspect that your account has been compromised, immediately notify our support team at support@sqstates.com and take steps to mitigate the consequences.

11.3 Protecting Your Computer and Devices

You are required to take measures to secure your devices, including regular software updates, using antivirus programs, and avoiding the use of public Wi-Fi networks.

11.4 Risk Notification and Protection Against Malware

We are not liable for damage caused by viruses or other malicious software. We recommend using antivirus programs and being cautious of suspicious messages.