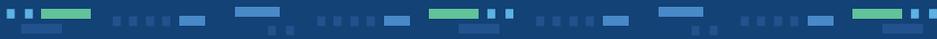




ETANA CUSTODY

Business Onboarding



Required Documents

These are documents you need to have on hand to complete the onboarding process

Etana Onboarding Documents

- Available to be downloaded and uploaded in the platform

Supporting Documents:

- Certificate of Incorporation/Articles of Incorporation
- Operating Agreement/By-Laws
- Registers of Directors and Shareholders
- Company Organization Chart
- KYC/AML Policy
- Business Utility Bill*
- Business Lease Agreement
- Proof of Regulatory Status (If Applicable)
- Partnership/Trust Agreement or Deed (If Applicable)
- Business Bank Statement
Last 3 months
- Business Representatives/Beneficia Owners/Shareholders

MUST Provide for each Representative

- Passport: Valid and Unexpired
- Proof of Address
Utility Bill: Water/Electric/Gas/Internet*

*Not Older than 90 Days

SUPPORT

See page 9 for more information on messaging & support

FAQs - support.etana.com/hc/en-us

Sign-Up

- Use a desktop for the best experience
- Ensure you are using Chrome or Firefox browsers
 - Go to crm.etana.com
- Click 'Register' to enter your details

- Enter the email address you would like attached to your account
 - Set your password
- Click 'Register' to proceed

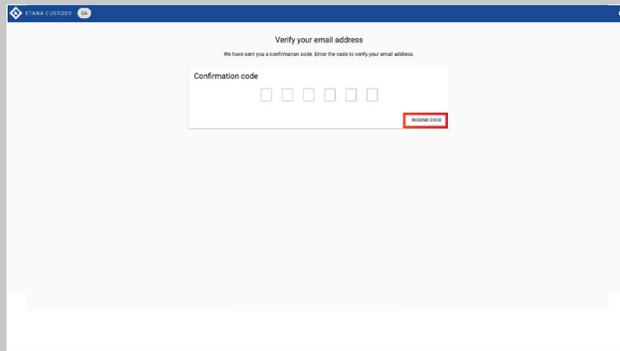
Set Up Two-factor Authentication (2FA)

- Download and open Google Authenticator on your mobile device
- Scan the QR code to link your Authenticator app to the Etana platform
 - Enter the 2FA code to log in

NOTE:

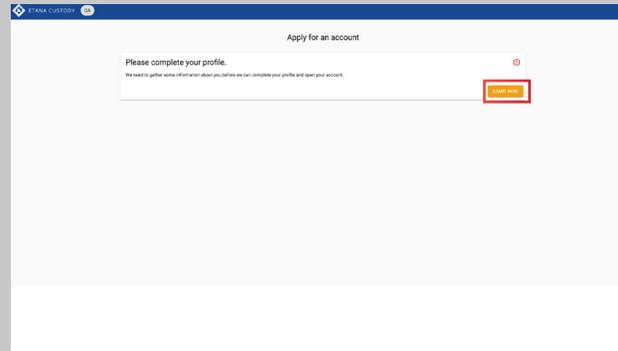
Whenever you see a white screen, please wait for the platform to load, the platform can load slower with some users depending on their internet speed and location. If you have any additional questions or concerns, please let us know, and again our apologies for any inconvenience.

Business Onboarding



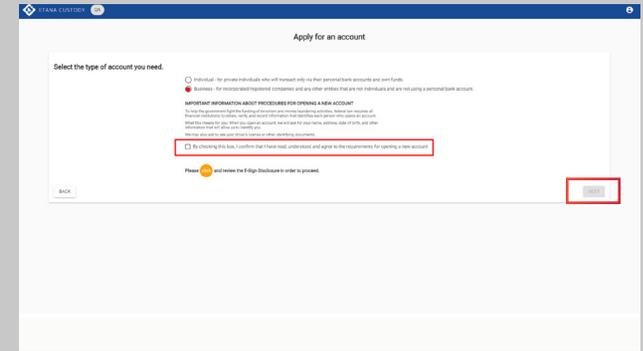
Sign-Up

- A confirmation code will be sent to your email via alerts@etana.com
- If you do not receive the code, it can be resent via the 'Resend Code' button



Once your code has been entered, you will be prompted to start the on-boarding process

- Click 'Start Now' to begin



Select your account type:

- Business** – for clients wishing to fund their account using entity/business funds and entity/business bank accounts
**Not personal funds or a personal bank account*

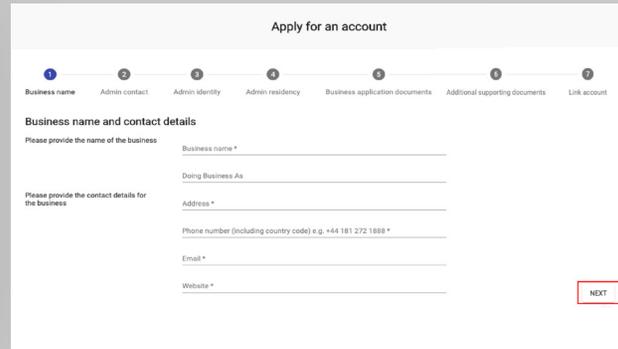
Read Disclosure

- Check Box to confirm you have read, understand and agree to the terms
- Click on E-sign Disclosure to review
- Click the 'Next' button to save your changes and continue



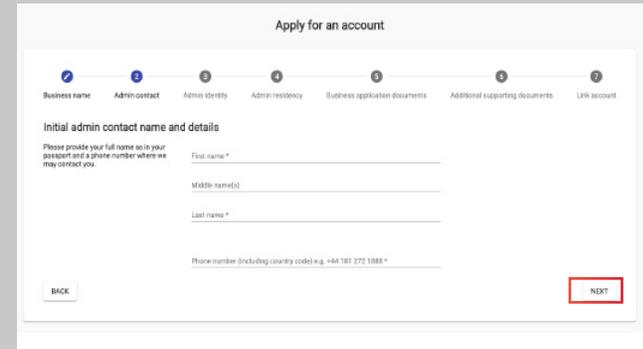
Review the Disclosures in the pop up

- Check Box to confirm you have read, understand and agree to the terms
- Click the 'Next' button to save your changes and continue



Fill out your Company Details

- Enter your phone number with your country code **+XX 181 272 1888**
- Click the 'Next' button to save your changes and continue



Add your Initial Admin contact name and details

- Enter your phone number with your country code **+XX 181 272 1888**
- Click the 'Next' button to save your changes and continue

Business Onboarding – Apply for an Account

- Upload your Identification Document
- Click the 'Next' button to save your changes and continue

- Confirm your Admin Identity information
- Click the 'Next' button to save your changes and continue

- Upload Admin Current Residential Address Information
- Click the 'Next' button to save your changes and continue

Click pdf to download the documents

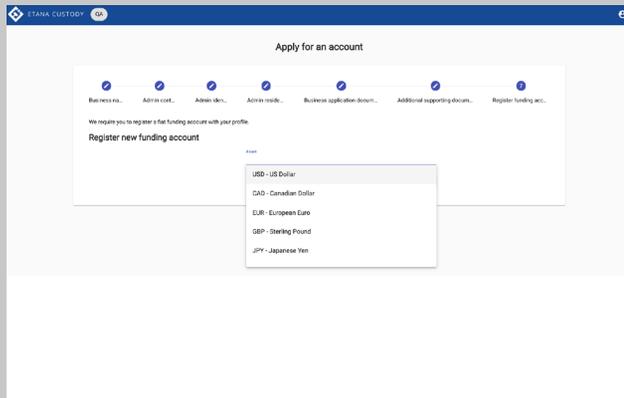
- Download and fill out Etana Business Onboarding Documents
- Make sure the W8-BENE or W9 document is signed
- (OK to sign & scan OR digital signature)
- W9 for entities within the USA
- W8-BENE for all non-US entities
- Click the 'Next' button to save your changes and continue

Click the upload button to upload the documents

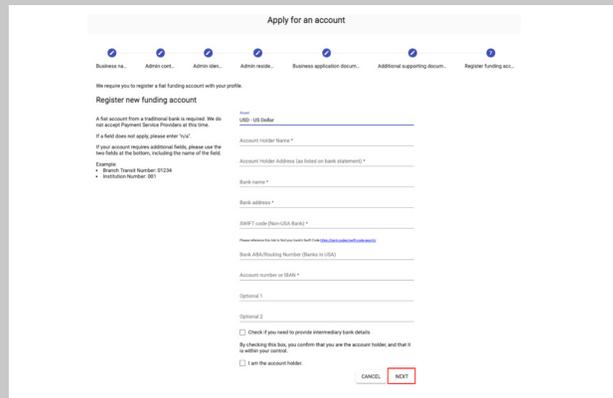
- Upload Etana Business Onboarding Documents
- Make sure the W9/W8 BENE document is signed
- Electronic signature is OK
- Click the 'Next' button to save your changes and continue

Click the upload button to upload the documents

- Here you can upload any additional documentation needed for the application process
- Additional docs in merchant app
- Make sure you press 'upload' to save your changes
- To upload multiple documents, repeat the steps below and press 'upload'
- Click the 'Next' button to save your changes and continue

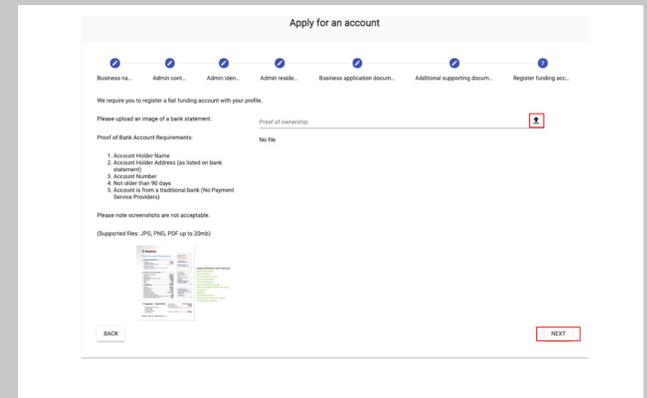


Add your funding asset account



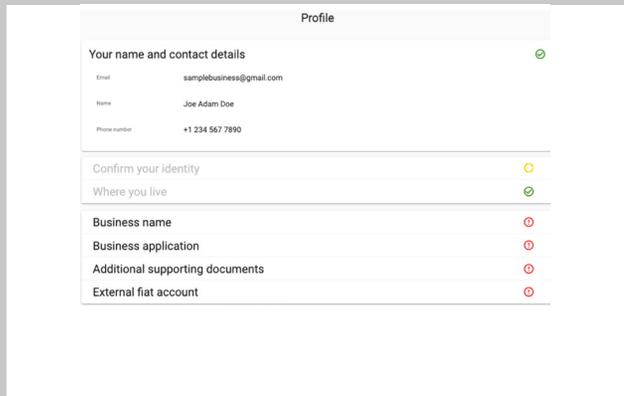
Add your funding account details

- Upload any additional banking information to the 'Optional 1' and/or 'Optional 2' sections
- Example:**
- Branch Transit Number or Institution Number
- If you have an intermediary bank, check the box
- Click the 'Next' button to save your changes and continue



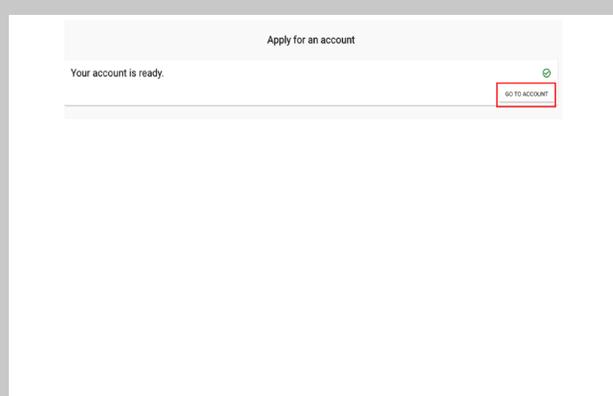
Upload your proof of Business bank account document

- Must Include:**
- Beneficiary Name
 - Beneficiary Address (as in your profile)
 - Account Number
 - Issued within the last 90 days
 - Account must be from a traditional bank (No PSPs)
 - Click the 'Next' button to save your changes and continue

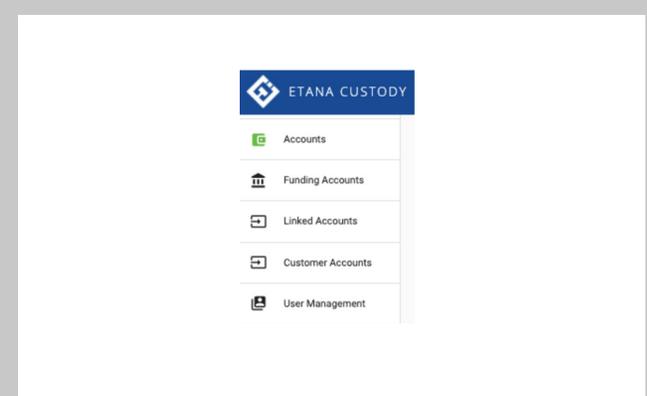


This page shows the status of your application

- **Yellow circle** - Pending
- **Red circle** - Rejected
- **Green check** - Approved
- **Red Exclamation Point** - Pending User Review (updated documentation / information required)
- Compliance will send an email message regarding changes that need to be made



- You will receive this message once your account has been approved
- Click 'Go to Account' to proceed



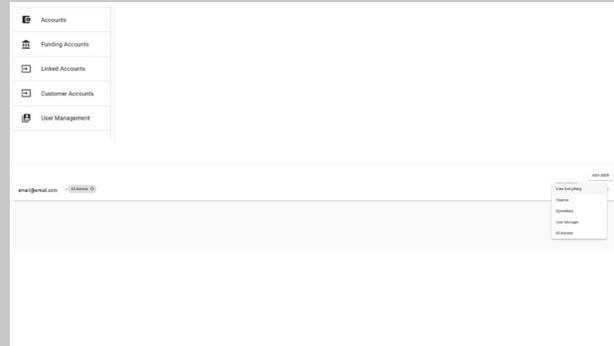
- **Accounts** - This is where you can view your balances and transactions
- **Funding Accounts** - You can view / link bank accounts and digital wallets here
- **Linked Accounts** - In order to link to other approved entities
- **Customer Accounts** - Where you can review / approve clients added to your linked account*
*This applies to clients approved for client onboarding
- **User Management** - This is where you can add / view user admins

Adding Additional Administrators



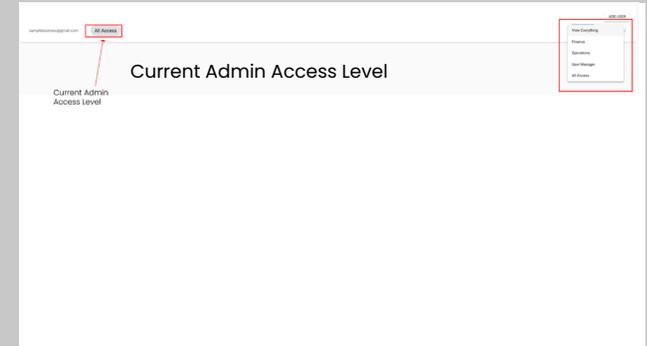
- Send an email to Etana Support via the messaging service within the platform
- Select 'Add an Admin to my Corporate Profile' as the 'Regarding' field
- Request to add the admin, including their email

See page 9 for more information on messaging & support



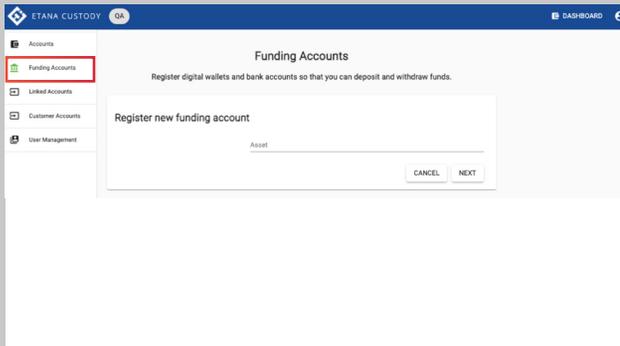
ADDITIONAL ADMINS ACCESS LEVELS

- Your Account Admins can be found by selecting 'User Management' from the toolbar
- Below is a list of the admins on this account (there is only one on this particular account)

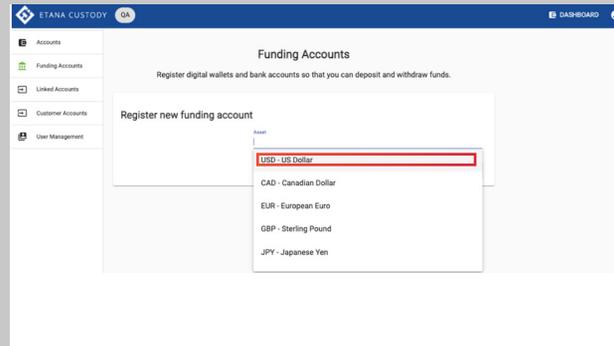


- There are 5 types of Admin Access depending on your use case
- **View Everything** – Can view all items but cannot complete any actions
 - **Finance** – Can complete Transactions only
 - **Operations** – Can approve and review Linked Accounts
 - **User Manager** – Can review and edit Admin status (Users)
 - **All Access** – Access to the entirety of the profile and its capabilities

Adding Additional Funding Accounts



- Your first funding account will already be available
- You may now add digital asset wallets and additional funding fiat accounts to be approved
- Click **"Funding Account"**



Overview

- Select the **'Asset'** associated with your new funding account

Adding A Funding Account

The screenshot shows the 'Funding Accounts' section of the Etana Custody interface. The page title is 'Funding Accounts' with the subtitle 'Register digital wallets and bank accounts so that you can deposit and withdraw funds.' The main heading is 'Register new funding account'. Below this, there is a note: 'A fiat account from a traditional bank is required. We do not accept Payment Service Providers at this time. If a field does not apply, please enter "N/A".' It also states: 'If your account requires additional fields, please use the two fields at the bottom, including the name of the field.' An example is provided: 'Branch Transit Number 01234' and 'Institution Number: 001'. The form fields include: 'Asset' (EUR - European Euro), 'Account Holder Name *', 'Account Holder Address (as listed on bank statement) *', 'Bank name *', 'Bank address *', 'SWIFT code (Non-USA Bank) *', 'Bank ABA/Routing Number (Banks in USA)', and 'Account number or IBAN *'. There are also 'Optional 1' and 'Optional 2' fields. At the bottom, there are two checkboxes: 'Check if you need to provide intermediary bank details' and 'By checking this box, you confirm that you are the account holder, and that it is within your control.' Below these is a checkbox 'I am the account holder'. 'CANCEL' and 'NEXT' buttons are at the bottom right.

FIAT

- Here is where you may add additional fiat accounts
- Similar to your first fiat funding account, you will need to upload a proof of ownership document
- Click the 'Next' button to save your changes and continue

The screenshot shows the 'Funding Accounts' section of the Etana Custody interface. The page title is 'Funding Accounts' with the subtitle 'Register digital wallets and bank accounts so that you can deposit and withdraw funds.' The main heading is 'Register new funding account'. Below this, there is a note: 'A fiat account from a traditional bank is required. We do not accept Payment Service Providers at this time. If a field does not apply, please enter "N/A".' It also states: 'If your account requires additional fields, please use the two fields at the bottom, including the name of the field.' An example is provided: 'Branch Transit Number 01234' and 'Institution Number: 001'. The form fields include: 'Asset' (BTC - Bitcoin), 'Address *', and 'By checking this box, you confirm that you are the account holder, and that it is within your control.' Below this is a checkbox 'I am the account holder'. 'CANCEL' and 'NEXT' buttons are at the bottom right.

DIGITAL CURRENCY

- For digital assets, select the asset type (BTC or ETH)
- Enter your Digital Wallet Address (check with your wallet provider for this address)
- The 'Compliance Team' will authenticate and approve your wallet
- Click the 'Next' button to save your changes and continue

Creating Linked Accounts

The screenshot shows the 'Linked Accounts' page with the subtitle 'Manage funds allocated to exchanges and other agents'. A prominent orange 'LINK ACCOUNT' button is visible in the top right corner.

Here is where you will link your exchange account to your Etana Custody profile

- This account will be used to move your assets to/from the exchange to/from your Etana Profile
- Connects your Etana custody account to your Exchange account

The screenshot shows the 'Link an account' form. It has the subtitle 'Select the exchange or other agent you wish to link with.' There is a dropdown menu for 'Agent *' and a text input field for 'Agent account identifier *'. 'CANCEL' and 'ADD' buttons are at the bottom right.

- Agent - this is the exchange name you wish to link your Etana Profile with
- Agent Account Identifier - The account number/ ID of your account held at the exchange

Deposits & Withdrawals

Balances			
Asset	Total	Available	Reserved
ETH	0.00000000	0.00000000	0.00000000
ETH	0.00000000	0.00000000	0.00000000
USD	0.00	0.00	0.00
USD	0.00	0.00	0.00
EUR	0.00	0.00	0.00
EUR	0.00	0.00	0.00
GBP	0.00	0.00	0.00
GBP	0.00	0.00	0.00
JPY	0.00	0.00	0.00
JPY	0.00	0.00	0.00
AUD	0.00	0.00	0.00
AUD	0.00	0.00	0.00
USD	0.00	0.00	0.00

BALANCES OVERVIEW

Here you will see a snapshot of all your assets held in Etana

- In the dropdown in the upper left corner, you can select the account you would like to view
- Next to your account name is the associated acct. number (i.e., Your account no. at Etana Custody)

Deposit funds

Select the asset you wish to deposit.

Asset: USD - US Dollar

Select the source funding account from which the funds are being deposited.

Funding account: Sample Business Inc. (Example Bank - 123456789/1234321) [USD]

Deposit amount: 200

How much are you intending to deposit? Note: the minimum deposit amount is 150 USD or equivalent.

Please acknowledge that you are responsible for non-Etana banking fees.

I understand that Etana Custody has a network of thoroughly vetted global correspondent banks. At Etana's discretion, transactions can occur at any of the banks in the network depending on different factors present at the time of the request. I understand that Etana is not responsible for any banking fees not charged by Etana, holds, and delays or actions taken by the bank(s).

CANCEL CONFIRM

DEPOSITS

- Select 'Accounts' from the menu in the top left of your screen
- Here you can select to Deposit, Withdraw, or Transfer funds
- Select 'Deposit' to deposit funds
- Select your Deposit asset type and amount
- Select the Approved Funding Account you would like to receive your funds (dropdown menu)

Deposit funds

ATTENTION! PLEASE USE THE WIRE INSTRUCTIONS TO COMPLETE THE WIRE FROM THE APPROVED FUNDING ACCOUNT YOU SELECTED (online or at your bank). Only wires are accepted. NO ACH. Submitting your deposit request at Etana does not transfer your funds.

Please instruct the bank initiating the wire with these details. Your account will be credited on receipt of funds.

*Please enter Beneficiary info in Beneficiary on Wire Transfer (e.g. Etana, not your own name).

Please enter in Wire Notes: Enter LAST 4 DIGITS Deposit Identifier into Wire Notes.

Please note: Etana is not responsible for any bank or intermediary bank fees. <https://www.etana.com/en/faq> <https://www.etana.com/en/faq>

SEND AMOUNT: USD 200

BENEFICIARY NAME: Custody

BENEFICIARY ADDRESS: 123 1st St

BANK NAME: Bank

BANK ADDRESS: 123 Main St

WIRE TRANSFER NUMBER: 5790434

SWIFT CODE: 123456789

ACCOUNT #: 456899238

WIRE NOTES: 456789

CONFIRM

Remember to add the wire notes to ensure the funds are credited to your account

DEPOSITS

- Double-check all of the information is correct for the funding account
- Please note you will have to complete the wire via your bank, it will not be automatically submitted
- Deposit Fee: \$35 USD or equivalent
- Minimum Deposit: \$150 USD or equivalent
- *Check with your exchange for fee promotions

Request withdrawal of funds

Select the asset you wish to withdraw.

Asset: USD - US Dollar

Select the destination funding account and amount of the withdrawal. Note: the minimum withdrawal amount is 150 USD or equivalent.

Funding account: Sample Business Inc. (Example Bank - 123456789/1234321) [USD] approved

Amount: 500

CANCEL NEXT

WITHDRAWALS

- Select the Asset type you would like to withdraw
- Enter your approved
- 'Destination' account - a drop down menu will appear with your current options
- Select the amount you would like to withdraw
- Click the 'Next' button to save your changes and continue

Request withdrawal of funds

Confirm withdrawal details

Destination: Sample Business Inc. (Example Bank - 123456789/1234321) [USD] approved

Amount: USD 500.00

I understand that Etana Custody has a network of thoroughly vetted global correspondent banks. At Etana's discretion, transactions can occur at any of the banks in the network depending on different factors present at the time of the request. I understand that Etana is not responsible for any banking fees not charged by Etana, holds, and delays or actions taken by the bank(s).

CANCEL CONFIRM

WITHDRAWALS

- Double-check your information
- Click 'Confirm' if it is correct
- Withdrawal Fee: \$35 USD or equivalent
- Minimum Withdrawal: \$150 USD or equivalent
- Check with your exchange for fee promotions

Transactions (2)

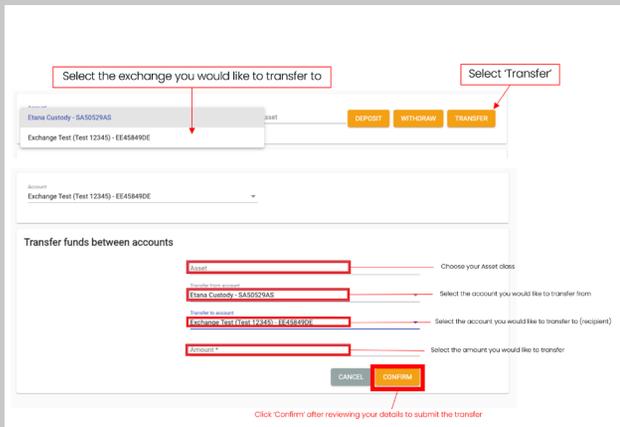
ID	Timestamp	Asset	Amount	Description
S2	2020-04-10 17:28:01	USD	-10.00000000	Deposit fee (wire fees): 5e90fcbaf...
S1	2020-04-10 17:28:01	USD	14250.00000000	Deposit: 5e90fcbaf07f9b00076ec...

Items per page: 10 1 - 2 of 2

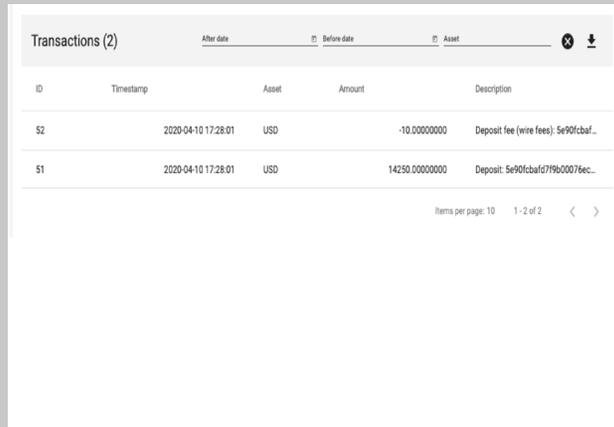
TRANSACTIONS OVERVIEW

This section is where you can review pending and completed transactions

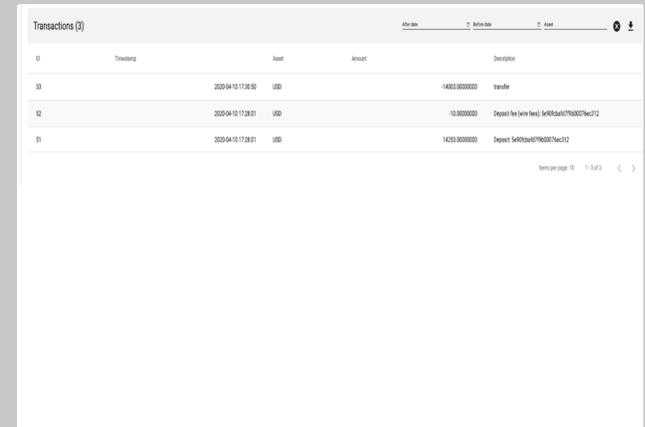
Transfers to Linked Accounts



Moving funds from your Custody Account to your Linked Account

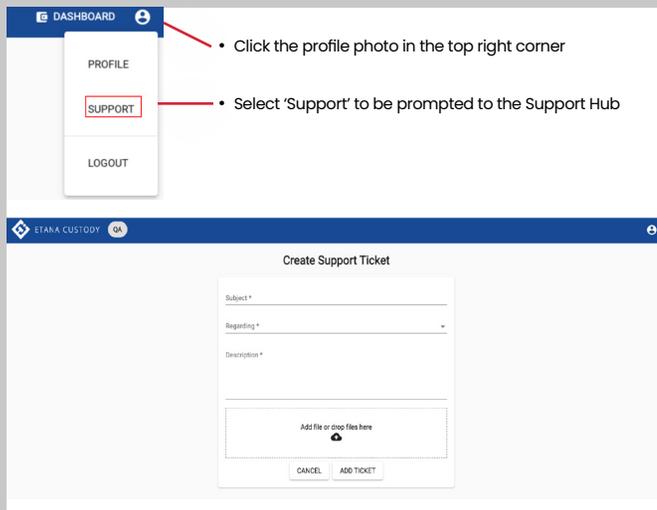


This section is where you can review pending and completed transfers



- Your transfer request will be reviewed and completed
- You will be able to see all of your transfer history in the transactions log at the bottom of the 'account' summary page

Support



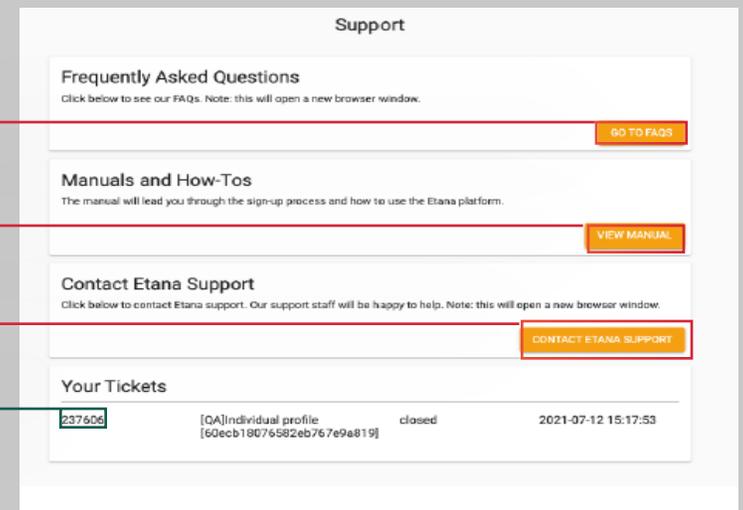
Here is where you can correspond with the Etana Support team with any questions

Select 'Go to FAQs' for answers to commonly asked questions

Select 'View Manuals' for step-by-step instructions on onboarding, deposits, withdrawals, linked accounts and transfers

Select 'Contact Etana Support' to create a ticket/message

Your open tickets/messages will be listed here



SAFE. SECURE. TRUSTED.

Etana Custody
999 17th Street
Denver, CO 80202

www.Etana.com

support@etana.com

