

Business Onboarding

.



Required Documents

Sign-Up

Set Up Two-factor Authentication (2FA)

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

	 	
	Etana Cus	stody
Email		
Passwert		Forgat Resoword
	Log In New user?	lipper.

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

	Etapa Custody	
	Etana Custody	
Email		
Password		
Confirm password	I	

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

Etano	lustody.
Elana C	ustody
You need to set up Mo account.	bile Authenticator to activate your
1. Install one of the following	applications on your mobile:
 FreeOTP 	
Google Authenticate	r
2. Open the application and s	an the barcode.
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11696-007 5	
Unable to scan?	nuided by the application and click Subm
finish the setup.	mee by the oppression one click satur
Provide a Device Name to h	elp you manage your OTP devices.
FA code *	
levice Name	
	Submit

Enter th	e 2FA	code t	o loa 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

the terms

- A confirmation code will be sent to your email via <u>alerts@etana.com</u> • If you do not receive the code, it can be resent via the 'Resend
- 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 client's 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 chages and continue

Apply for an account	Apply for an account	Apply for an account
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ew the Disclosures in the pop up	Fill out your Company Details	Add your Initial Admin contact name and details

Click the 'Next' button to save your chages and continue

Click the 'Next' button to save your chages and continue

Click the 'Next' button to save your chages and continue

Business Onboarding - Apply for an Account

	Apply for an account			Apply for an account			Apply for an account	
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(Supported files: JPQ, PNG up to 20mb) BACK	lentification Document	NEXT	Confirm your	r Admin Identity informatic	n		Inland Admin Current Residential Address Information	

- Click the 'Next' button to save your chages and continue
- Click the 'Next' button to save your chages and continue
- Click the 'Next' button to save your chages and continue



- (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 chages and continue
- Electronic signature is OK
- Click the 'Next' button to save your chages and continue
- 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 chages and continue

Business Onboarding

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Apply for an account	0 0 0 0 0 0 0	
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Add your funding asset account	Add your funding account details	Upload your proof of Business bank account document

• 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 chages and continue

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 chages and continue

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nat samplebusiness@gmail.com		Your account is ready.		ETANA CUSTODY
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+1 234 567 7890				C Accounts
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/here you live	0			
usiness name	0			Linked Accounts
usiness application	0			
dditional supporting documents	0			Customer Accounts
xternal fiat account	0			User Management

This page shows the status of your application

- 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

Create Support Ticket	E DASHDAND	
Subject *	Linder Accounts Continue Accounts Continue Accounts Units Management	
Add file of drop files here		in comparison in
CANCEL ADD TICKET		

- · 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

Accounts Funding Accounts Period Accounts Period Participation and Period Perio	Accounts Funding Accounts Linked Accounts Customer Accounts Customer Accounts User Management	Funding Accounts Register digital wallets and bank accounts so that you can deposit and withdraw funds. Register new funding account
Content Account Tote Management Tote Management	Customer Accounts User Management	Register new funding account
		vilor 21. 021
		CAD - Consider Dollar E.R.F. European Euro GBP - Sterling Pound JPY - Japanese Yen

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

fiat accounts to be approved Click "Funding Account"

You may now add digital asset wallets and additional funding

Adding A Funding Account

Creating Linked Accounts

exchange

• 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

Accounts		E dia tanàna dia mandri			Linked Accounts
Funding Accounts	Register digital wallets a	FUNDING ACCOUNTS nd bank accounts so that you can deposit and withdraw funds.		Manage fund	is allocated to exchanges and other agents
Accounts					
Accounts	Register new funding accou	unt			LINK
Management	A fiat account from a traditional bank	Asset EUR - European Euro			
	Payment Service Providers at this time.	Account Holder Name *			
	If a field does not apply, please enter "n/a".	Account Moldar Address (as listed on bank statement) *	• This acco	ere you will link your exche	vour assets to /from the exchange
	If your account requires additional fields, please use the two fields at the bottom, including the name of	Account noncer Assesser for more an energy	Etana Pro	ofile	your assets to morn the excite
	the field. Example:	Bank name *	Connects	s your Etana custody acc	ount to your Exchange accour
	Branch Transit Number: 01234 Institution Number: 001	Bank address *		, , ,	, 3
		SWIFT code (Non-USA Bank) *			
		Please reference this link to find your bank's Swift Code <u>Integrittenk codes (with code searchy</u>			
		Please schereses the link to find your banks that Code <u>Strep United Andres (verb code executy</u> Bank ABA/Routing Number (Banks in USA)			
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		How down is its to for groups and not group data data call framework Bank ABA/Rooting Number (Banks in USA) Account number of IBAN * Optional 1 Optional 2 Check If you need to provide intermediary bank details by checking field how, you confirm that you are the account holder, and that its in thirty provider.		Link an account Select the exchange or other agent you with to link with.	Agent *

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 ⁱNext' button to save your chages and continue



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 chages and continue

Deposits & Withdrawals

Etana Custody - 2.J.	7318	Asset	DEPOSIT WITHCRAW TRANSFER
Balances			
BTC	0.00000000	0.00000000	0.00000000
ETH	0.00000000	0.00000000	0.00000000
uso	Titlal 0.00	Available 0.00	Preserved 0.00
CAD	0.00	4valiable 0.00	Reserved 0.00
EVR	O.00	Available 0.00	Reserved 0.00
Caller-	0.00	Available 0.00	Preserved 0.00
394	0.00	Available 0.00	Reserved 0.00
CHF	0.00	Available 0.00	Reserved 0.00
HKD	0.00	Available 0.00	Peserved 0.00
AU0	0.00	Availabile 0.00	Reserved 0.00
AED	Tutal	Available	Reserved

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)

Etana Custody - ZE76495AC	Asset DEPOSIT WITHDRAW TRANSFER
Deposit funds	
Select the asset you wish to deposit.	Jaset USD - US Dollar
Select the source funding account from which the funds are being deposited.	Funding accused * Sample Business Inc. (Example Bank - 123456789/1234321) [USD]
How much are you intending to deposit? Note: the minimum deposit amount is 150 USD or equivalent.	Ingenil artend * 200
Please acknowledge that you are responsible for non- Etana banking fees.	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 req
	CANCEL

· Select 'Accounts' from the menu in the top let of your

Select your Deposit asset type and amount

receive your funds (dropdown menu)

Select 'Deposit' to deposit funds

• Here you can select to Deposit, Withdraw, or Transfer funds

Select the Approved Funding Account you would like to

Deposit funds			
ATTENTIONII PLEASE USE THE WIRE INSTRUCTIONS TO are accepted, NO ACH. Submitting your deposit request a	COMPLETE THE WIRE FROM TH It Etana does not transfer your fu	IE APPROVED FUNDING AC Indis.	COUNT YOU SELECTED (online or at your bank). Only wires
Please instruct the bank initiating the wire with these details. Your account will be credited on receipt of funds.	DEPOSIT AMOUNT	USD 200	
*Please enter Beneficiary info in Beneficiary on Wire Transfer (e.g. Etana, not your own name).	*BENEFICIARY NAME	Custody	Dependents add th
Please enter in Wire Notes: Enter LAST 6 DIGITS Deposit Identifier into Wire Notes	*BENEFICIARY ADDRESS	123 1st St	wire notes to ensure
Please note: Etana is not responsible for any bank or intermediary bank fees.	BANK NAME	Bank	funds are credited to
mitpla.plotecri.etania.com/mc/mi us/articles/360057820613-Schedule-1-Standard-Fee Schedule	BANK AZGRESS	123 Main St	your account
	WIRE ABA/ROUTING NUMBER	5790434	
	SWIFT CODE	123456789	
	ACCOUNT #	456839238	

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

Account Etana Custody - ZE76495AC	Asset SEPOSIT WITH-GRAW TRANSFER	Accessed Emers Custody - ZE75495AC *	Tr	ansactions (2)	<u>After date</u>		Before date	🗇 Asset		- © ±
		Request withdrawal of funds Confirm withdrawal details	ID	7 Times	2020-04-10 17-28-01	Asset	Amount	-10.0000000	Description	es): 5e90fchaf
Request withdrawal of funds		Destination Sample Business Inc. (Example Bank - 123456789/1234321) [USD] approved		2	2020-04-10 17:20:01	030		-10.0000000	Deposit lee (wile lee	s). 363010081
Select the asset you wish to withdraw.	Asset USD - US Dollar	Amount USD 500.00	51	1	2020-04-10 17:28:01	USD		14250.00000000	Deposit: 5e90fcbafd	7f9b00076ec
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) (b.ISC) approved - Annaet * 560	Indextand that Earus Custody has a reteriork of thoroughly witted global correspondent banks. At Earuh 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 Earuh is not responsible for any banking fees not charged by Earuh, holds, and delays or actions taken by the bank(s). CANCEL						ltems pe	r page: 10 1 - 2 of 2	< >
			TDA			E\\/				

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

DEPOSITS

screen

- 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

This section is where you can review pending and completed transactions

Transfers to Linked Accounts

	Transactions (2)	After date	Before date	E Asset	0 +	Transact	ions (3)			After date	te 💍 Aust
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change Test (Test 12343) - EE458490E	52	2020/04/10 17:20:01	030	-10.0000000	Deposit lee (mile lees), de solcual	51		2020-04-10 17:28:01	USD	14253.00000000	Deposit: Se90fcbaf6799b00076ec312
	51	2020-04-10 17:28:01	USD	14250.00000000	Deposit: 5e90fcbafd7f9b00076ec						Items per page: 10 1 - 3 of 3
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						tra	nsactions log	at the bo	ottom of the	'account' su	ummary pag

Support

Click the profile photo in the top right corner		Support
PROFILE		Frequently Asked Questions
SUPPORT • Select 'Support' to be prompted to the Support Hub	Select 'Go to FAQS' for answers to	Click below to see our FAQs. Note: this will open a new browser window.
LOCOLT	continionity daked questions	6710769
		Manuals and How-Tos
	Select 'View Manuals' for step-by-step	The manual will lead you through the sign-up process and how to use the Etana platform.
Create Support Ticket	withdrawals, linked accounts and transfers	VEWMANDA
Direct Company and Company		Contact Etana Support
Regarding *	Select 'Contact Etana Support' to	Click below to contact Etana support. Our support staff will be happy to help. Note: this will open a new brewser window.
Description *	cieute a ticket/message	CONTACT ETANA SUPPOR
		Your Tickets
Add file and deal files here	Your open tickets/messages will be listed here	237606 [QA]Individual profile closed 2021-07-12 15:17:53 [50ecb18076582eb767e9a819]
GANGE. ADD TEXET		

SAFE. SECURE. TRUSTED.

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www.Etana.com

support@etana.com

