

# KNOW YOUR CUSTOMER (KYC) POLICY

## 1. Introduction

1.1. The Company strictly complies with the implemented Know-Your-Customer ("**KYC**") Policy that applies to all Clients to verify their identification for safety and security purposes. The verification procedures are also for preventing any illegal action within the properties of the Company. The Client shall provide and submit his/her personal information and documentation immediately after his/her registration with the Company.

1.2. Personal information shall be collected by the Company, including, but not limited to, full name, birth date, complete address, occupation, financial capabilities, and contact details like phone number and email address of the Client. The Company may also obtain and collect the personal information of the Client as obliged by the affiliated banks and PSPs and when, without limitation, he/she registers on the official website or when the Client initiates financial transactions in his/her account.

## 2. Compliance

Certain documents must be submitted by the Client in compliance with the verification procedure including, without limitation, A) Proof of Identity, such as government-issued I.D., driver's license, passport; B) Proof of Residence, such as bank statement, utility bill, certificate of residence, government-issued lease agreement not older than six (6) months; C) and a front and back Copy of the Credit Card if such was used to conduct a financial transaction with the Company. The Client must take note of the following when submitting a documentation copy of his/her credit card:

**Front copy:**

Display the full name and last four (4) digits of the card

Cover the first twelve (12) digits of the card

**If the card does not have a displayed name:**

Display the first six (6) digits and the last four (4) digits of the card

Cover the remaining six (6) digits of the card in the middle

**Back copy:**

Display the full name and last four (4) digits of the card

Cover the first twelve (12) digits and the CVV of the card

2.2. Documents for verification can be in JPEG, PNG, and PDF format without password protection and may be submitted through the Company's official email. Copies must be clear and legible, and all corners of the document must be visible. The Client can send all his/her documents to [customersupport@powerstox.com](mailto:customersupport@powerstox.com).

2.3. In compliance with the official Terms and Conditions of the Company, the Client is responsible for ensuring that the information and documentation he/she provides are true, accurate, and complete. The Client acknowledges that providing forged documents may lead to legal action.

# PowerStox

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