



## IMPORTANT NOTICE TO TORQUE USERS (03-09-20)

Dear Torque users,

As part of our continuing compliance efforts in light of evolving regulatory requirements, Torque will introduce the following measures **effective 2359hrs GMT+7 on 5th September 2020**.

### 1. Minimum Balance

All Torque accounts shall maintain a Minimum Balance in the Trading Wallet at all times to participate in the Services offered by Torque.

The current minimum is as follows\*:

1 ETH	0.02 BTC	5 LTC	250 USDT
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\*Your Minimum Balance must not be any amount (including any combination amount) which is less than the minimum above. Ensure that your minimum balance is met to prevent any service disruption to your account.

### 2. Torque User Know-Your-Customer (“KYC”) measures

We will be introducing our Torque User KYC measures in October 2020.

Further details on the specific date of commencement of KYC processes, the information/documents required to be provided and other related information will be announced soon.

All users who have created accounts on Torque (regardless of the date the Torque account was created) will be required to complete our KYC process within seven (7) days of our KYC commencement date or any such deadlines (once initiated by Torque) to avoid any service disruptions.

### 3. Accounts in Violation of our Terms and Conditions (including the Disclaimer)

Any new Torque account created as and from 2359hrs GMT+7 on 5th September 2020 in violation of Torque’s Terms and Conditions (including our Disclaimer) will have their Torque accounts closed upon discovery and have the wallet balances returned in full.

In particular, Torque Users are reminded to note our express Disclaimer that Torque services and products are not available to persons of or from specific geographic restrictions due to international and local financial regulations<sup>1</sup>.

In the interests of fairness, any Torque accounts created before 2359hrs GMT+7 on 5th September 2020 will not be affected by the above-mentioned.

These new procedures will enable us to create a more trusted and secure ecosystem for the Torque community.

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<sup>1</sup> Due to international and local financial regulations, Torque currently does not offer our services to users from the following countries and jurisdictions: (i) Bahamas; (ii) Barbados; (iii) Democratic People’s Republic of Korea; (iv) Iran; (v) Libya; (vi) Pakistan; (vii) Panama; (viii) People’s Republic of China; (ix) Republic of Congo; (x) Singapore; (xi) Somalia (xii) South Sudan; (xiii) Sudan; (xiv) Syria; (xv) United States; (xvi) Yemen; (xvii) Zimbabwe; or (xviii) countries whose laws whether in full or in part, prohibit, restrict or conflict with the participation and/or use of cryptocurrency in the jurisdiction in which you are located or which is applicable to you, at the time of your intended participation in the products or services offered by Torque Group Holdings Limited. Torque reserves the right to amend or expand this list at any time based solely on our own discretion.