Explanation of Our Services (Important Information Disclosure for Guest Users)

This document is provided in accordance with Article 21 and Article 22 of the Cabinet Office Ordinance on Crypto-Asset Exchange Service Providers, as well as the self-regulatory rules established by the Japan Virtual and Crypto assets Exchange Association (JVCEA).

It is a written disclosure presented in advance to customers who wish to engage in transactions using our services.

Please read the contents below carefully, ensure you fully understand our services, and agree without objection. Transactions should be carried out at your own discretion and responsibility.

Explanation that the handled crypto assets are neither Japanese currency nor foreign currency

The crypto assets handled by our services are not considered Japanese currency (JPY) or any foreign currency.	The crypto assets handled by our company are not considered Japanese currency (JPY) or any foreign currency. Therefore, crypto assets can only be used for the settlement of consideration if the recipient of the payment agrees. Additionally, the crypto assets handled by our company are not guaranteed in value by any specific country or any other entity.

Important Information Disclosure

Name and Address of Crypto-asset Exchange Service Provider	Trade Name：Gaia Co., Ltd. Address：1-1 Edobori 2-chome, Nishi-ku, Osaka, Japan
Indication as Crypto-asset Exchange Service Provider and the Provider's Registration Number	Our company is a Crypto-asset Exchange Service Provider (Registration number: Director of the Kinki Finance Bureau No. 00004).
Transaction Details	At the cryptocurrency automatic exchange machine (hereinafter referred to as "BTM") installed by our company, you can exchange your crypto assets for Japanese yen (limited to banknotes only) by the following method: You will sell your crypto assets to our company, acting as the counterparty, at the purchase price presented by us. The equivalent amount of crypto assets will be calculated by dividing the total Japanese yen amount you wish to receive, including the applicable service fee, by the purchase price, and this amount will be deducted from your holdings.
Overview of the Crypto Assets Handled	For the characteristics and overview of the crypto assets handled by our company, please refer to the separate explanatory documents published by our company. ・**Bitcoin (BTC)：** A decentralized crypto asset issued as compensation or reward to record-keepers who perform cryptographic calculations and maintain the ledger data for value storage and value transfer. ・**Ethereum (ETH)：** A decentralized crypto asset issued as compensation or reward to record-keepers who perform cryptographic calculations and maintain the ledger data for value storage and value transfer. Ethereum also serves as an execution environment for decentralized applications (dApps)
Order acceptance hours	The Operating Hours of the BTM Depend on its Installation Location.
If there is a risk of loss arising directly due to fluctuations in the value of the handled cryptocurrency, the details of such risk and the reasons for it.	**Risk of Value Fluctuation：** The crypto assets handled by our company are not legal tender such as Japanese currency or foreign currencies, nor are they based on legal tender. The value of the crypto assets we handle may be affected by factors such as price changes, trends in currency and financial markets, natural disasters, wars, political upheaval, strikes, regulatory changes, the spread of other similar crypto assets, or other unforeseen events and special circumstances. Therefore, the value of the crypto assets you hold, or the value of transactions involving these assets, may fluctuate or decline sharply. Please also be aware that the value of the crypto assets you hold may fall below the purchase price or even reach zero. In our crypto asset automatic exchange service, the market price of crypto assets may fluctuate from the time you confirm the transaction rate when submitting an exchange request until the crypto assets are transferred and confirmed on the crypto asset network, receipt is confirmed by us, and Japanese yen is dispensed. Such price fluctuations before and after the transaction is finalized may cause you disadvantages or losses.
In addition, if there is a risk of loss arising as a direct result of an important matter that may influence the user's judgment regarding the transaction, the details of such matter and the reasons for it.	**Characteristics of Crypto Assets and System Risks：** The crypto assets handled by our company are property values recorded electronically and transferred over the internet. Additionally, the transactions conducted by customers utilize electronic transaction systems. In the case of crypto assets, which use cryptographic techniques to record transfers, if the information necessary to decrypt the data is lost, the assets cannot be transferred to others, and their value may be lost. Furthermore, if this information is exposed to others, the assets may be transferred without the user's consent. If the electronic transaction system is attacked by cyber threats and the customer's telephone number, transaction PIN, SMS authentication information, identity verification information, or other information required to use this service and used for electronic authentication is leaked through theft, interception, or other means, and that information is misused by a third party, this could lead to the loss or reduction of the value of the crypto assets, potentially causing financial losses for the customer. In the event of incorrect input by the customer when placing an order, the intended order may not be executed, or unintended orders may be executed. There is also a possibility that temporary or prolonged outages in the electronic transaction system may occur due to various factors, such as communication or system equipment failures, or network issues, resulting in delays or failure to reach the company's system with the customer’s order instructions, potentially invalidating the order. Additionally, during system failures, the company may suspend the execution of customer transactions. This service uses the crypto asset automatic exchange machines (BTMs) installed by us and other systems designated by us. Malfunctions, failures, delays, or outages involving BTMs, communication lines, identity verification functions, crypto asset wallets, blockchain networks, external services, or other related systems may delay or prevent exchange requests, confirmation of crypto asset transfers, dispensing of Japanese yen, return of entrusted assets, or other procedures. System failures due to external environmental changes may impact the customer's transactions. A system failure is defined as a clear malfunction in the system used to provide our services (excluding line failures or malfunctions of the customer's terminal or similar equipment) that, in our judgment, prevents the customer from placing an order or submitting an exchange request through a BTM or any other method designated by us, or causes the customer's order or exchange request to be delayed or become impossible. Losses due to system maintenance or system failures (for example, failing to place an order due to system issues, resulting in missed profit opportunities) cannot be corrected by us, as we are unable to identify the original order details. In addition, if, for any reason including a system abnormality, we reasonably determine that the quoted price for crypto assets calculated by the system is erroneous or abnormal, such as being substantially different from the prevailing market price, or is based on unfair price formation, we may invalidate the quoted price and, at our discretion, cancel any transaction concluded by the customer on the basis of that quoted price. We assume no liability for any loss arising directly or indirectly as a result, except where the cancellation is found to constitute a breach of contract or tort caused by our willful misconduct or gross negligence.

There is also the possibility that the system may calculate an abnormal selling price for crypto assets. If such an abnormal price is discovered after the transaction, the company may cancel the transaction at its discretion.

Risks Associated with the Crypto Asset Network：

In crypto asset transactions, the transaction will not be completed until sufficient transaction confirmation (authentication on the blockchain) has been completed, and it will remain in a pending state for a certain period. This is especially known to occur when the customer uses a wallet from another crypto asset exchange for their holdings, leading to longer waiting times.

Therefore, fluctuations in market prices during the time it takes for authentication to be completed may result in financial losses for the customer. Additionally, until sufficient transaction confirmation is achieved within the crypto asset network, there is a possibility that the customer's transaction will not be reflected in the processing on our service, the transfer of the crypto asset may not be completed, or the transaction may be canceled.

If you send crypto assets to an address other than the crypto asset transfer address designated by us, the transferred crypto assets may not be recoverable and you may incur losses. Network congestion, fee settings, chain forks, confirmation delays, or other circumstances may also cause delays in confirming receipt of the crypto assets, finalizing the transaction, or returning the assets.

Since crypto assets are recorded electronically and their transfer occurs over a network, there is also a risk that they may be lost.

Liquidity Risk：

Due to market trends, trading volumes, or other factors, it may become impossible or difficult to trade the crypto assets we handle, or you may be forced to trade at significantly unfavorable prices.

We may also suspend transactions in the crypto assets we handle or exchanges under this service, or impose limits on the prices, quantities, or payout amounts we can offer you, depending on market conditions, the liquidity of the crypto assets we handle, rates obtained from external exchanges, or other circumstances.

Risk of Crypto Asset Forking：

In the event of a hard fork or similar situation, where a crypto asset branches and the resulting assets are not compatible with each other, there is a possibility of a significant decline in value or the invalidation of past transactions. If the crypto assets we handle are affected by such a situation, we will announce it on our website and notify you individually via email or other contact methods.

Additionally, during the period set by us around the forking event, it may become impossible to deposit, withdraw, or trade the crypto assets. The handling of the forked crypto assets and the method of handling them will be decided by our company, and this decision may result in outcomes that are unfavorable to you.

Risks Related to Operating Hours, Fees, and Other Matters：

There may be significant fluctuations in the price of the crypto assets we handle outside of our operating hours (including during maintenance periods). Even if crypto asset trading is unavailable outside of operating hours, the company assumes no responsibility for such circumstances.

The hours during which the BTM is available may be restricted based on the operating hours of the BTM installation location, our system maintenance, applicable laws, or our management decisions. Our company may change the rules related to transactions, including fees, depending on the situation. If such rule changes occur, it is possible that your costs may increase.

Network fees incurred when transferring crypto assets and other costs related to third-party services may be borne by the customer.

Bankruptcy Risk：

Changes in external factors (including the strengthening of regulations on the crypto assets we handle), a deterioration in our financial condition, or the bankruptcy of third-party providers of systems or other necessary services could result in the inability of our company to continue operations.

If our company is unable to continue its business, procedures will be carried out in accordance with applicable laws, including the Bankruptcy Act, Civil Rehabilitation Act, Corporate Reorganization Act, and the Companies Act, regarding the handling of your assets.

Although we may receive deposits of crypto assets or Japanese yen from customers, we manage such assets separately from our own assets.

In this service, we may hold crypto assets or money from customers during the exchange request process, and it may take a certain period of time before return or payout due to a failed transaction, an excess transfer, return procedures, or other circumstances.

However, in the event of our company's bankruptcy, the crypto assets deposited by customers may be included in the bankruptcy estate, and all or part of the crypto assets deposited by customers may no longer be returned in either money or crypto assets, potentially resulting in losses for customers.

Risks of Changes in Laws and Taxation：

Currently, the laws and tax regulations regarding crypto asset transactions that apply to those involved in handling crypto assets are subject to change. In the future, changes in laws, tax regulations, or policies may lead to restrictions, prohibitions, or enhanced taxation on crypto asset transactions, potentially limiting the holding or trading of crypto assets or making the treatment of such assets less favorable than it is now.

In such cases, customers may incur unexpected losses.

Under the Foreign Exchange and Foreign Trade Act, the Act on Prevention of Transfer of Criminal Proceeds, other laws and regulations relating to money laundering, terrorist financing and economic sanctions, or based on our risk management judgment, we may suspend the acceptance, execution, payout or return of a transaction, or reject the transaction.

Additionally, we are not in a position to provide advice on tax, accounting, or legal matters related to crypto assets in Japan. We recommend that customers consult tax authorities or professionals such as tax accountants or lawyers for guidance on these matters.

Risks Related to Personal Information：

The personal information you register with our service, such as your email address, name, user ID, and password, may be subject to loss, damage, or leakage to third parties due to communication line failures, unauthorized access, eavesdropping, or customer error (such as negligence). This could result in financial losses for you.

Customers are responsible for managing their user IDs, passwords, and other personal information and should take all necessary precautions to prevent disclosure to third parties.

Other Matters：

In this service, we may hold crypto assets or money from customers during the exchange request process, and it may take a certain period of time before return or payout due to a failed transaction, an excess transfer, return procedures, or other circumstances.

The above explains typical risks associated with crypto asset transactions but does not cover all potential risks that may arise from such transactions. Please recognize in advance that crypto assets operate under a mechanism different from legal tender, that risks may arise from various unforeseen events, and that you may incur losses as a result.

The name, trade name, or designation of the person(s) involved in the segregation management.	**Depository Institutions Managing Customer Funds：** We manage customer funds separately from our own by entrusting the funds to JSF Trust and Banking Co., Ltd. (located at 1-2-4 Nihonbashi Kayabacho, Chuo-ku, Tokyo). Entity Managing Crypto Assets：Gaia Co., Ltd.
As a system for user protection, it is stipulated that the user's deposited funds and cryptocurrencies must be separated from the cryptocurrency exchange operator's own assets, and the method of separating and managing the user's deposited funds and cryptocurrencies.	**Obligation of Separate Management：** In accordance with the Payment Services Act, to protect your assets, the funds you deposit are managed separately from our own funds. **Method of Separate Management :** **1. Monetary Funds** We reconcile the balance of the funds deposited by customers with the principal balance of the trust property related to user classification management every business day. If, as a result of the reconciliation, the protected amount is found to be insufficient, additional trust deposits will be made within two business days starting from the business day following the reconciliation. **2. Crypto Assets** If a customer sends an amount of crypto assets that is less than or exceeds the amount requested for exchange, we will manage those assets separately from our own, in accordance with Article 27, Paragraph 1, Item 1, and Paragraph 3, Item 1 of the Cabinet Office Ordinance on Crypto Asset Exchange Service Providers. Additionally, the crypto assets entrusted by customers are stored and managed in cold wallets that are isolated from the internet. **Response Policy for the Outflow of Trust Crypto Assets：** • **Policy for Fulfilling the Obligation** If, due to the leakage, loss, damage, or other reasons, it becomes difficult to fulfill all or part of the obligations related to the customer's crypto assets under separate management, we will give the highest priority to protecting customers and, after confirming and considering the circumstances of the shortfall, its cause, scope of impact, and the feasibility of procurement, procure and return to the customer the same type and amount of crypto assets as the shortfall. However, if we determine that it is difficult to procure the same type and amount of crypto assets, we may, instead of or in addition to returning the crypto assets, pay an amount equivalent to the shortfall in monetary funds or by other means. In such a case, in accordance with applicable laws and regulations, our internal rules, and this policy, we will confirm the affected customers; the types and amounts of the subject crypto assets (meaning the crypto assets to be returned to customers by us in accordance with applicable laws and regulations and this policy; the same applies below); the method of return or payment; the price movements of the subject crypto assets; and other necessary matters, and will endeavor to fulfill the obligation in a reasonable and fair manner. • **Timing for Fulfilling the Obligation** If we become aware of a leakage of entrusted crypto assets, we will promptly confirm the facts, cause, scope of impact, affected customers, and amount of the shortfall and, as necessary, make reports or notifications to the Financial Services Agency, other relevant authorities, the Japan Virtual and Crypto assets Exchange Association, and other relevant organizations. We will then fulfill the obligation as quickly as possible in accordance with the above policy, taking into account the specific facts and circumstances of the case. It may take time to investigate and confirm the scope of the obligation to be fulfilled, procure the crypto assets or prepare the monetary funds required for fulfillment, verify the customer's identity and the payment destination, and complete other procedures necessary to fulfill the obligation. In such a case, we will notify customers of the expected timing and progress of fulfillment to the extent reasonably possible. • **Basis and Method for Determining the Obligation** If we are to make a payment in money based on the above policy, we will determine a reasonable and objective reference date and method for calculating the amount. The reference date and method will be promptly announced on our website. When payment is made in money or by other means, the amount equivalent to the shortfall will, in principle, be calculated using price information reasonably considered appropriate by us, with the reference date being one of the following points in time that is reasonably and objectively appropriate in light of the nature of the incident: the time the leakage or other event occurred; the time we became aware of it; the time trading was suspended or other necessary protective measures were taken; or the time the obligation was fulfilled. • **Notification and Inquiry Support** If fulfillment of the obligation under this policy becomes necessary due to leakage or a similar event, we will provide the necessary information by appropriate means, including individual notice to the affected customers, publication on our website, and establishment of an inquiry desk.
The amount or the upper limit of the fees, charges, or costs to be paid by the user, or the method of calculation for these.	• **Fees Paid by Customers** The fees payable by the Customer include the following: 1. Exchange Fee – This is the fee paid to our company for the currency exchange service. 2. Bank Transfer Fee – If the exchanged amount needs to be transferred to a bank account under the Customer's name, the applicable bank transfer fee will be charged. 3. Cryptocurrency Transfer Fee – When the Customer executes an exchange operation, the transfer fee for returning the deposited cryptocurrency is charged. Network fees incurred when transferring crypto assets and other costs related to third-party services may also be borne by the Customer. The exchange rate displayed at the BTM installed by our company represents the actual market rate of each cryptocurrency to Japanese yen, which is obtained from various cryptocurrency exchanges. • **Exchange Procedure** When the Customer wishes to exchange cryptocurrency for Japanese yen, the following steps are required: 1. First, the desired Japanese yen amount for withdrawal is multiplied by an exchange fee rate of 10% (including tax). 2. This calculated exchange fee is then added to the desired Japanese yen amount. 3. The total sum (Japanese yen amount + exchange fee) is divided by the exchange rate displayed at the BTM to determine the necessary amount of cryptocurrency. 4. The required cryptocurrency amount should be transferred to the wallet address specified by our company. - The amount of cryptocurrency required for the transaction is calculated to five decimal places, except for BTC, which is calculated to six decimal places, and any fractions are rounded up. For reference prices of the applicable cryptocurrency based on the latest market information provided by the Japan Virtual and Crypto assets Exchange Association (JVCEA), please refer to the following link: https://jvcea.or.jp/about/refer_rate/ • **Handling of Insufficient or Excess Cryptocurrency Deposits** If the Customer sends an amount of cryptocurrency to the designated address that is less than the required exchange amount, and the shortfall is not sent to the designated address within the time specified by our company, the exchange request will be considered incomplete and terminated.

	In such cases, the deposited cryptocurrency that does not meet the required exchange amount will be treated as "Deposited Cryptocurrency." Additionally, if the Customer sends an amount of cryptocurrency that exceeds the required exchange amount, the difference between the sent amount and the required amount will also be treated as "Deposited Cryptocurrency." In both cases, our company will notify the Customer, in principle, within five (5) business days, following the procedures prescribed by our company. The excess or insufficient amount of cryptocurrency will be returned to the Customer after completing the necessary procedures.
The location and contact details of the office that responds to complaints or inquiries from users.	For inquiries regarding transactions or services, please contact us here. Address： 〒550-0013 9th Floor, Yotsubashi Grand Square, 1-28-3 Shinmachi, Nishi-ku, Osaka, Japan Contact: 0800-808-0480 (Available on weekdays: 10:00 AM to 5:00 PM) Email address: info@gaia-btm.com
In cases where the transaction is conducted in an amount displayed in foreign currency, the amount converted into the domestic currency and the standard or calculation method used for such conversion	Not applicable
Contents of Complaint Handling Measures and Dispute Resolution Measures	**Complaint Handling Measures：** In accordance with Article 63-12, Paragraph 1, Item 2 and Paragraph 4 of the Payment Service Act, we have established an operational system sufficient to fairly and accurately handle complaints within our company. We will respond to complaints or consultations regarding our crypto asset exchange services in good faith, in accordance with our prescribed procedures as follows: • Complaints regarding our crypto asset exchange services can be made not only by the customer themselves, but also by the customer’s heirs or their representative. • Customers can file complaints or consultations related to our crypto asset exchange services with our designated complaint consultation desk. Even if it is unclear whether the complaint pertains to our crypto asset exchange services, we will respond in good faith. • Our management department will accept complaints from customers and respond appropriately based on the content of the complaint. • Our management department will investigate the status of responses to customer complaints and take necessary measures to prevent recurrence based on the investigation results. • Our management department will verify the status of responses to customer complaints and review organizational structures as needed. • Depending on the nature of the customer’s complaint, we will introduce the customer to a dispute resolution support organization. **Dispute resolution measure** As a dispute resolution measure under Article 63-12, Paragraph 1, Item 2, and Paragraph 5 of the Payment Services Act, our company will utilize the Tokyo Bar Association Dispute Resolution Center, the First Tokyo Bar Association Arbitration Center, and the Second Tokyo Bar Association Arbitration Center, with which we have entered into an agreement. The contact information for each arbitration center is as follows: **Dispute Resolution center pf the Tokyo Bar Association** Location: 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo, Lawyer's Association Building, 6th Floor Phone Number: 03-3581-0031 Reception Hours: 9:30 AM - 12:00 PM / 1:00 PM - 3:00 PM (Monday to Friday, excluding public holidays and year-end holidays) **Arbitration center of the Dai-ichi Tokyo Bar Association** Location: 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo, Lawyer's Association Building, 11th Floor Phone Number: 03-3595-8588 Reception Hours: 9:30 AM - 12:00 PM / 1:00 PM - 4:00 PM (Monday to Friday, excluding public holidays and year-end holidays) **Arbitration center of the Dai-Ni Tokyo Bar Association** Location: 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo, Lawyer's Association Building, 9th Floor Phone Number: 03-3581-2249 Reception Hours: 9:30 AM - 12:00 PM / 1:00 PM - 5:00 PM (Monday to Friday, excluding public holidays and year-end holidays)
Certified Association for Payment Service Providers	**Japan Virtual and Crypto assets Exchange Association** Location: 4th Floor, Kawakita Memorial Building, 18 Ichiban-cho, Chiyoda-ku, Tokyo Contact Form: https://jvcea.or.jp/contact/form-contact/ Phone: 03-3222-1061 Reception Hours: 9:30 AM - 5:30 PM (Monday to Friday, excluding public holidays and year-end holidays)

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