

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.
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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 crypto-asset 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), providing a platform for smart contracts and blockchain-based solutions
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 crypto-asset, 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 securities 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 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 customer information such as IDs and passwords used for electronic authentication is stolen or intercepted, resulting in unauthorized use by third parties, 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. 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 issues like line failures or customer computer problems) that prevents the customer from placing an order via the internet, causes delays, or results in the inability to place an order. 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. 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 customer's account, the transfer of the crypto-asset may not be completed, or the transaction may be canceled. 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 :

	<p>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.</p> <p>Risk of Crypto-asset Forking :</p> <p>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.</p> <p>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.</p> <p>Risks Related to Operating Hours, Fees, and Other Matters :</p> <p>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.</p> <p>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.</p> <p>Bankruptcy Risk :</p> <p>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.</p> <p>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.</p> <p>Although we may receive deposits of crypto-assets or Japanese yen from customers, we manage such assets separately from our own assets. 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.</p> <p>Risks of Changes in Laws and Taxation :</p> <p>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.</p> <p>In such cases, customers may incur unexpected losses.</p> <p>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.</p> <p>Risks Related to Personal Information :</p> <p>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.</p> <p>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.</p> <p>The above explains typical risks associated with crypto-asset transactions but does not cover all potential risks that may arise from such transactions.</p>
The name, trade name, or designation of the person(s) involved in the segregation management.	<p>Depository Institutions Managing Customer Funds :</p> <p>We manage customer funds separately from our own by entrusting the funds to Japan Securities Finance Bank (located at 1-2-4 Nihonbashi Kayabacho, Chuo-ku, Tokyo).</p> <p>Entity Managing Crypto-assets : Gaia Co., Ltd.</p>
As a system for user protection, it is stipulated that the user's deposited funds and crypto-assets must be separated from the crypto-asset exchange service provider's own assets, and the method of separating and managing the user's deposited funds and crypto-assets.	<p>Obligation of Separate Management :</p> <p>In accordance with the Payment Services Act, to protect your assets, the funds you deposit are managed separately from our own funds.</p> <p>Method of Separate Management :</p> <ol style="list-style-type: none"> 1. Monetary Funds <p>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.</p> 2. Crypto-assets <p>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.</p> <p>Additionally, the crypto-assets entrusted by customers are stored and managed in cold wallets that are isolated from the internet.</p> <p>Response Policy for the Outflow of Trust Crypto-assets :</p> <ul style="list-style-type: none"> • Policy for Fulfilling the Obligation <p>If, due to the leakage, loss, damage, or other reasons, it becomes difficult to fulfill the obligations related to the customer's crypto-assets under separate management, we will procure and return to the customer an equal amount and type of crypto-assets to cover the shortfall.</p> <p>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 the equivalent amount in monetary funds.</p> • Timing for Fulfilling the Obligation <p>If we become aware of a leakage of entrusted crypto-assets, we will fulfill the obligation as quickly as possible, following the above policy.</p> • Basis and Method for Determining the Obligation <p>If we are to make a payment in money based on the above policy, we will determine a reasonable and objective basis and method for calculating the amount. The basis and method will be promptly announced on our website.</p>
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.	<ul style="list-style-type: none"> • Fees Paid by Customers <p>The fees payable by the Customer include the following:</p> <ol style="list-style-type: none"> 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.

	<p>3. crypto-asset Transfer Fee – When the Customer executes an exchange operation, the transfer fee for returning the deposited crypto-asset is charged. The exchange rate displayed at the BTM installed by our company represents the actual market rate of each crypto-asset to Japanese yen, which is obtained from various crypto-asset exchanges.</p> <p>• Exchange Procedure When the Customer wishes to exchange crypto-asset for Japanese yen, the following steps are required:</p> <ol style="list-style-type: none"> 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 crypto-asset. 4. The required crypto-asset amount should be transferred to the wallet address specified by our company. - The amount of crypto-asset 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. <p>For reference prices of the applicable crypto-asset 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/</p> <p>• Handling of Insufficient or Excess Crypto-asset Deposits If the Customer sends an amount of crypto-asset 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 crypto-asset that does not meet the required exchange amount will be treated as "Deposited Crypto-asset." Additionally, if the Customer sends an amount of crypto-asset that exceeds the required exchange amount, the difference between the sent amount and the required amount will also be treated as "Deposited Crypto-asset." In both cases, our company will notify the Customer within five (5) business days, following the procedures prescribed by our company. The excess or insufficient amount of crypto-asset will be returned to the Customer after completing the necessary procedures.</p>
The location and contact details of the office that responds to complaints or inquiries from users.	<p>For inquiries regarding transactions or services, please contact us here. Address : 〒550-0013 1-1 Edobori 2-chome, Nishi-ku, Osaka, Japan Contact: 0800-808-0480 (Available on weekdays: 10:00 AM to 5:00 PM) Email address: info@gaia-btm.com</p>
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	<p>Complaint Handling Measures : In accordance with Article 63-12, Paragraph 1, Item 2 and Paragraph 4 of the Payment Services Act, we have established, as our basic policy, 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:</p> <ul style="list-style-type: none"> • 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 complaints and consultations contact point, the Customer Protection & Operations Department, which is the department responsible for handling such complaints. Even if it is unclear whether the complaint pertains to our crypto-asset exchange services, we will respond in good faith. • the Customer Protection & Operations Department will accept complaints from customers and respond appropriately based on the content of the complaint. • The Customer Protection & Operations Department will investigate the status of responses to customer complaints and take necessary measures to prevent recurrence based on the investigation results. • The Customer Protection & Operations 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. <p>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:</p> <p>Tokyo Bar Association Dispute Resolution Center 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)</p> <p>First Tokyo Bar Association Arbitration Center 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)</p> <p>Second Tokyo Bar Association Arbitration Center 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 - 5:30 PM (Monday to Friday, excluding public holidays and year-end holidays)</p>
Certified Association for Payment Service Providers	<p>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)</p>