Payward Europe Solutions Limited t/a 'Kraken'

Crypto-Asset Transfer Services Disclosure

This page provides important information about the crypto-asset transfer services offered by Kraken.

1. Modalities of our Transfer Services

Kraken enables transfers through the following services:

- **Kraken Pay**: Instant, off-chain transfers between Kraken clients. [Learn more](#)

- **Crypto Deposits**: Send crypto-assets from external wallets to your Kraken account. [How to deposit](#)

- **Crypto Withdrawals**: Transfer crypto-assets from your Kraken account to external wallets. [How to withdraw](#)

2. Security Systems Used by Kraken

The security of our infrastructure is a top priority. Kraken employs industry-leading protections to ensure the confidentiality, integrity, and availability of your assets.

Learn more about our security controls:

- [Kraken Security Overview](#)

- [What does Kraken do to secure my personal information?](#)

3. How to Initiate a Transfer

To initiate a crypto-asset transfer, clients must log in to their Kraken account and follow the appropriate procedures:

- **Deposits**: Instructions for generating a deposit address and sending crypto from external wallets are available [here](#).

- **Withdrawals**: Guidance on setting up withdrawal addresses and confirming transactions is provided [here](#).

To initiate a transfer of Digital Assets or Fiat Currency through the Kraken Pay Service (a "Kraken Payment"), you (the "Sender") may provide instructions to Kraken by designating (i) the type and amount of Digital Asset or Fiat Currency in your account that you wish to transfer, and (ii) the intended recipient of the transfer (the "Kraken Pay Instructions"). By submitting the Kraken Pay Instructions and confirming the transaction, you authorize us to transfer the designated Digital Assets or Fiat Currency to the recipient you have selected.

4. Conditions in which Kraken may reject an instruction to transfer

Kraken Payments may fail for a number of reasons. In the case of a failed Kraken Payment, you may be notified, and you may be able to reinitiate a Kraken Payment by submitting new Kraken Pay Instructions as outlined above. In the case of a failed Kraken Payment, the Digital Assets and/or Fiat Currency designated for transfer will remain in your account, and the Digital Assets and/or Fiat Currency will not be transferred to the Recipient.

Examples of when Kraken may reject instruction may be when

- You have reached your transfer or conversion limit
- Where there is insufficient balance on your account
- The amount you are trying to transfer is too small or too large
- There may be certain restrictions on the specific asset you are looking to transfer
- There may also be geographic restrictions on a transfer you are trying to make
- Transfers missing relevant information will be rejected
- Transfers from non-custodial wallets where ownership has not been verified will be suspended until such time as the verification is complete
- Certain cryptocurrency transfers that are deemed as potentially posing significant financial crime risk
- Transactions are a
- There may also be geographic restrictions on a transfer you are trying to make

5. Which distributed ledger technology (DLT) network is supported for the transfer of this crypto-asset?

The DLT network for all supported crypto assets can be found [here](#)

6. Execution time for the transfer of crypto-assets services

Information on processing times can be found [here](#)

7. Irreversible Transfers

Transfers using the Transfer Services are final, non-refundable and non-reversable once made, and may not be cancellable once initiated. Once you have submitted instructions for a transfer using the Transfer Services, the instruction cannot be withdrawn or amended. In some circumstances, you may have the opportunity to request cancellation or reversal of a transfer, but we may refuse any request at our sole discretion.

8. Technical Requirements

- For information on technical requirements if using the Kraken app on your phone whether it is Android or iOS - see [here](#)

- And for help with any technical difficulties if using a browser, please see [here](#). This includes step by step trouble shooting help depending on the browser you are using

9. Time period to notify Kraken of incorrectly initiated or executed transfers

Crypto-asset transfers, especially those initiated on a public blockchain (on-chain withdrawals), are typically irreversible. Once a transaction is broadcast to the network, it cannot be cancelled, recalled, or reversed by Kraken or any third party. As such, it is critical that clients exercise extreme caution when initiating transfers.

If You Made an Error

If you believe a transfer was incorrectly initiated or executed (e.g. sent to an unintended address or incorrect network):

- Notify Kraken Support immediately via the Support Center.

- Provide detailed information including:

    - Your Kraken account email or ID

- ○ Transaction ID (TXID)

- ○ Crypto-asset involved

- ○ Wallet address used

- ○ Approximate time and date of the transfer

- ○ Description of the issue (e.g. wrong network, wrong address, etc.)

Important Notes

- Kraken cannot guarantee recovery of funds in the case of an erroneous transfer.

- Transfers sent to unsupported networks or incorrect addresses may result in the permanent loss of the crypto-assets.

- In rare circumstances, recovery might be possible, but only if the funds are mistakenly sent to an internal Kraken address, and only at Kraken's discretion.

- Recovery attempts, if feasible, may be subject to delays and recovery fees.

For more information on proper withdrawal procedures, please refer to the relevant guide: [How to withdraw cryptocurrencies](#)