ETANA CUSTODY

Individual Onboarding

Required Documents

These are documents you need to have on hand to complete the onboarding process

- Passport / ID Card
- VISA / Residence Card
- Bank Statement*
- Cannot accept PSPs

Not Older than 90 Days

Sign-Up

- Use a desktop for the best experience
- Ensure you are using Chrome or Firefox browsers
- Go to **crm.etana.com**
- Click '**Register**' to enter your details

- Enter the email address you would like attached to your account
- Set your password
- Click **Register** to proceed

Set Up Two-factor Authentication (2FA)

- Download and open Google Authenticator on your mobile device
- Scan the QR code to link your Authenticator app to the Etana platform
- Enter the **2FA** code to log in

NOTE:
Whenever you see a white screen, please wait for the platform to load, the platform can load slower with some users depending on their internet speed and location.
If you have any additional questions or concerns, please let us know, and again our apologies for any inconvenience.
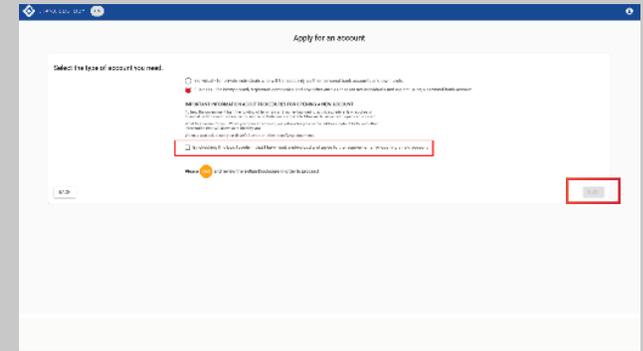
Business Onboarding
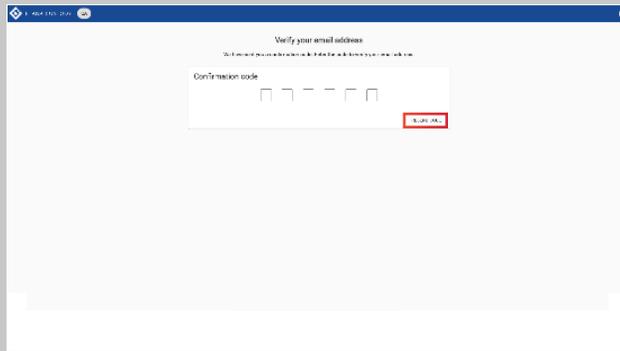
Sign-Up
A confirmation code will be sent to your email via alerts@etana.com
- If you do not receive the code, it can be resent via the 'Resend Code' button
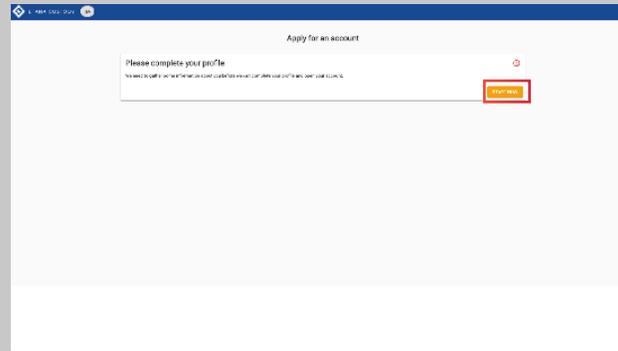
Once your code has been entered, you will be prompted to start the on-boarding process
- Click 'Start Now' to begin

Select your account type:
- **Business** - for clients wishing to fund their account using entity/business funds and entity/business bank accounts
 *Not personal funds or a personal bank account*

Read Disclosure
- Check Box to confirm you have read, understand and agree to the terms
- Click on E-sign Disclosure to review
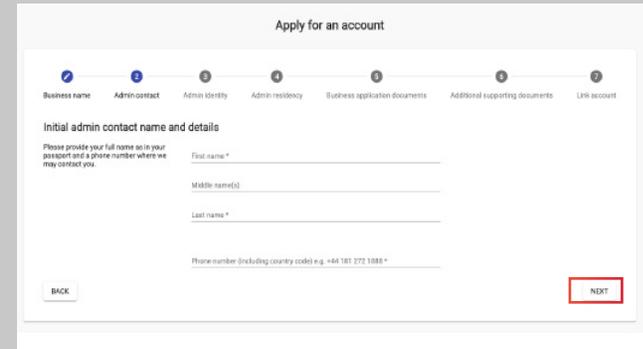- Click the 'Next' button to save your chages and continue

Review the Disclosures in the pop up
- Check Box to confirm you have read, understand and agree to the terms
- Click the 'Next' button to save your chages and continue
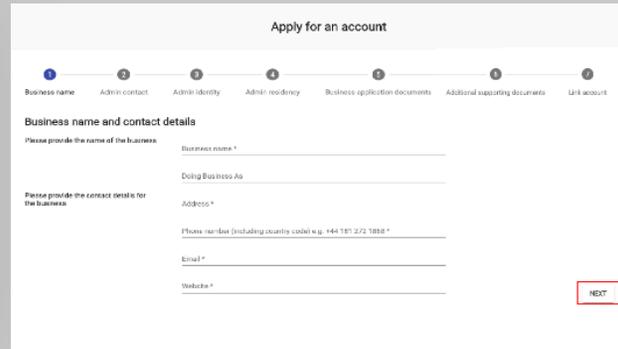
Fill out your Company Details
- Enter your phone number with your country code **+XX 181 272 1888**
- Click the 'Next' button to save your chages and continue

Add your Initial Admin contact name and details
- Enter your phone number with your country code **+XX 181 272 1888**
- Click the 'Next' button to save your chages and continue

Business Onboarding - Apply for an Account

- Upload your Identification Document
- Click the 'Next' button to save your chages and continue

- Confirm your Admin Identity information
- Click the 'Next' button to save your chages and continue

- Upload Admin Current Residential Address Information
- Click the 'Next' button to save your chages and continue

Click pdf to download the documents

- Download and fill out Etana Business Onboarding Documents
- Make sure the W8-BENE or W9 document is signed
- (OK to sign & scan OR digital signature)
- W9 for entities within the USA
- W8-BENE for all non-US entities
- Click the 'Next' button to save your chages and continue

Click the upload button to upload the documents

Upload Etana Business Onboarding Documents
- Make sure the W9/W8 BENE document is signed
- Electronic signature is OK
- Click the 'Next' button to save your chages and continue

Click the upload button to upload the documents

Here you can upload any additional documentation needed for the application process
- Additional docs in merchant app
- Make sure you press 'upload' to save your changes
- To upload multiple documents, repeat the steps below and press 'upload'
- Click the 'Next' button to save your chages and continue

Business Onboarding
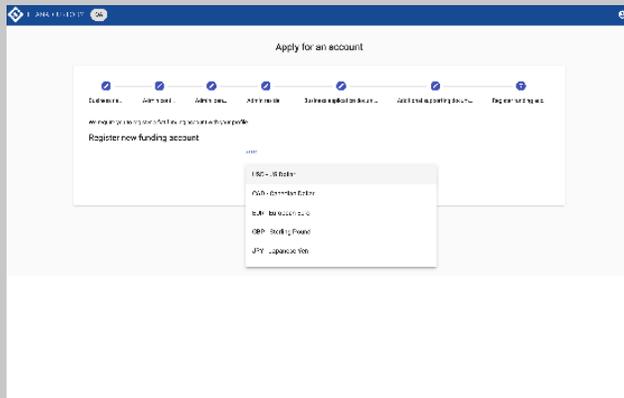
Add your funding asset account
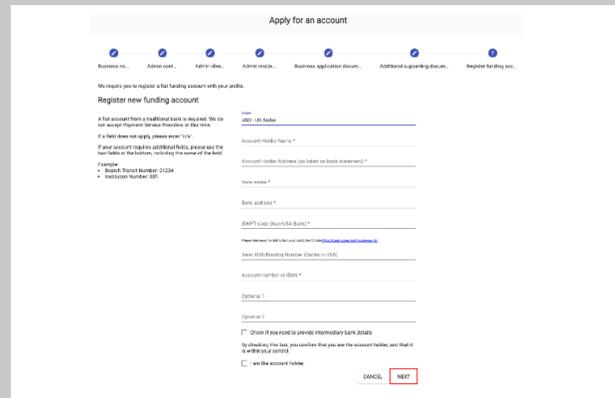
Add your funding account details
- Upload any additional banking information to the 'Optional 1' and/or 'Optional 2' sections

Example:
- Branch Transit Number or Institution Number
- If you have an intermediary bank, check the box
- Click the '**Next**' button to save your chages and continue

Upload your proof of Business bank account document
Must Include:
- Beneficiary Name
- Beneficiary Address (as in your profile)
- Account Number
- Issued within the last 90 days
- Account must be from a traditional bank (No PSPs)
- Click the '**Next**' button to save your chages and continue
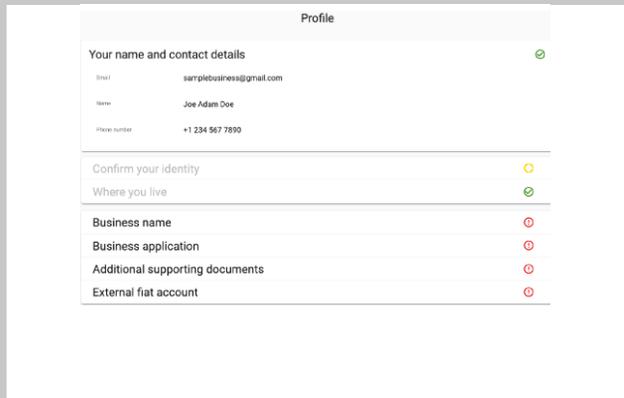
This page shows the status of your application
- Yellow circle – Pending
- Red circle – Rejected
- Green check - Approved
- Red Exclamation Point -Pending User Review
  (updated documentation /information required)
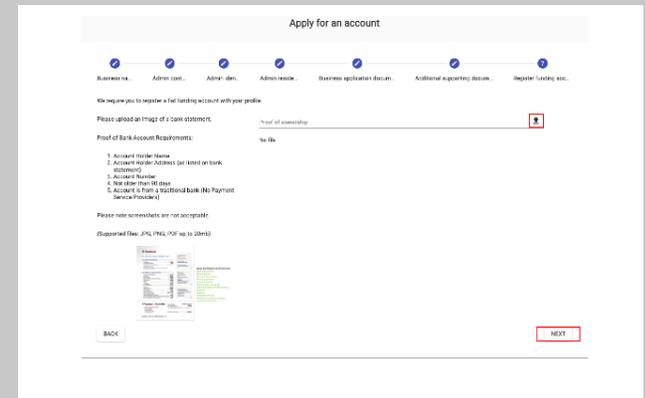- Compliance will send an email message regarding changes that need to be made
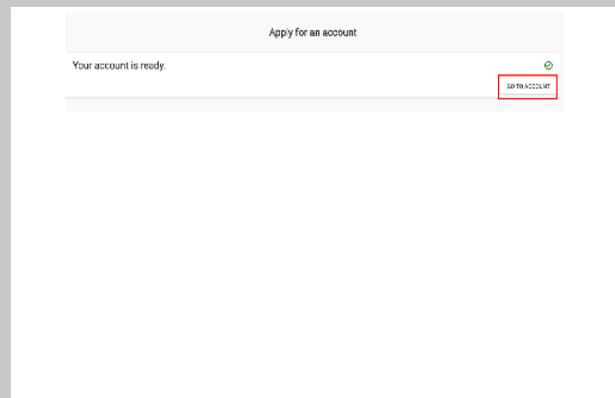
- You will receive this message once your account has been approved
- Click '**Go to Account**' to proceed
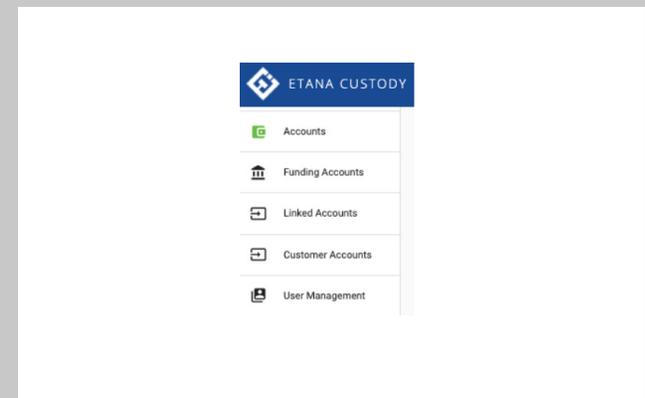
- **Accounts** - This is where you can view your balances and transactions
- **Funding Accounts** - You can view / link bank accounts and digital wallets here
- **Linked Accounts** - In order to link to other approved entities
- **Customer Accounts** - Where you can review / approve clients added to your linked account*
  *This applies to clients approved for client onboarding
- **User Management** - This is where you can add / view user admins

Adding Additional Administrators

- Send an email to Etana Support via the messaging service within the platform
- Select 'Add an Admin to my Corporate Profile' as the 'Regarding' field
- Request to add the admin, including their email

See page 9 for more information on messaging & support
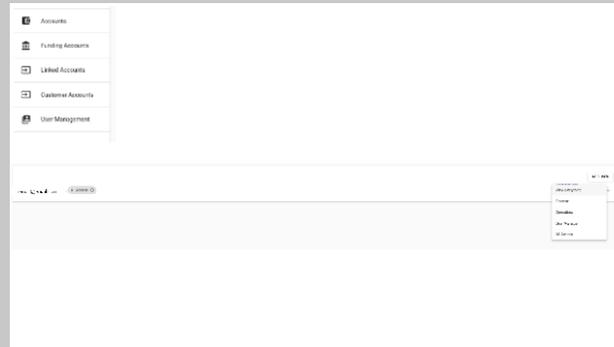
ADDITIONAL ADMINS ACCESS LEVELS
- Your Account Admins can be found by selecting
- 'User Management' from the toolbar
- Below is a list of the admins on this account (there is only one on this particular account)
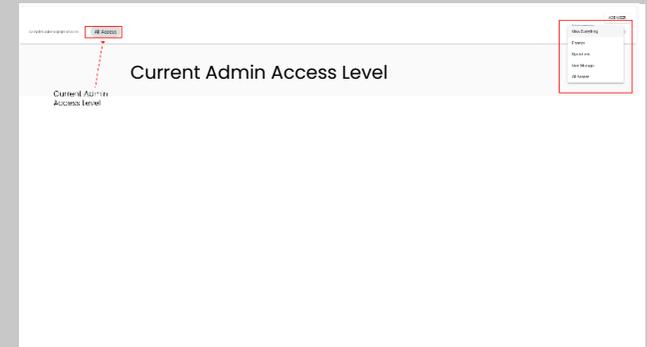

Current Admin Access Level

There are 5 types of Admin Access depending on your use case
- **View Everything** – Can view all items but cannot complete any actions
- **Finance** – Can complete Transactions only
- **Operations** – Can approve and review Linked Accounts
- **User Manager** – Can review and edit Admin status (Users)
- **All Access** – Access to the entirety of the profile and its capabilities

Adding Additional Funding Accounts
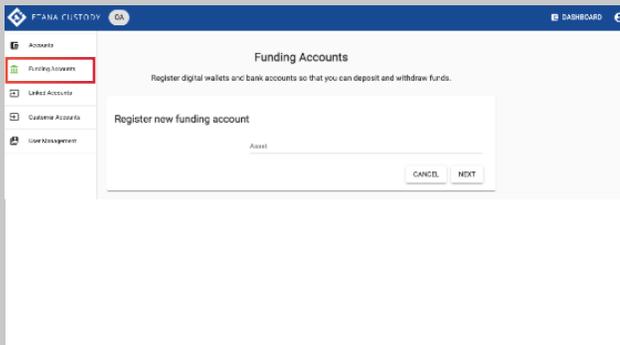
- Your first funding account will already be available
- You may now add digital asset wallets and additional funding fiat accounts to be approved
- Click "Funding Account"
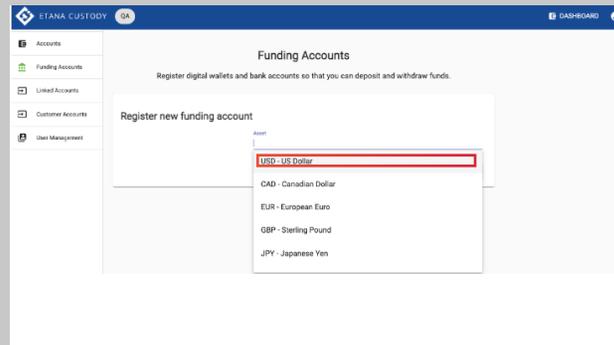
Overview
- Select the 'Asset' associated with your new funding account

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Adding A Funding Account

FIAT
- Here is where you may add additional fiat accounts
- Similar to your first fiat funding account, you will need to upload a proof of ownership document
- Click the 'Next' button to save your chages and continue

DIGITAL CURRENCY
- For digital assets, select the asset type (BTC or ETH)
- Enter your Digital Wallet Address (check with your wallet provider for this address)
- The 'Compliance Team' will authenticate and approve your wallet
- Click the 'Next' button to save your chages and continue

Creating Linked Accounts

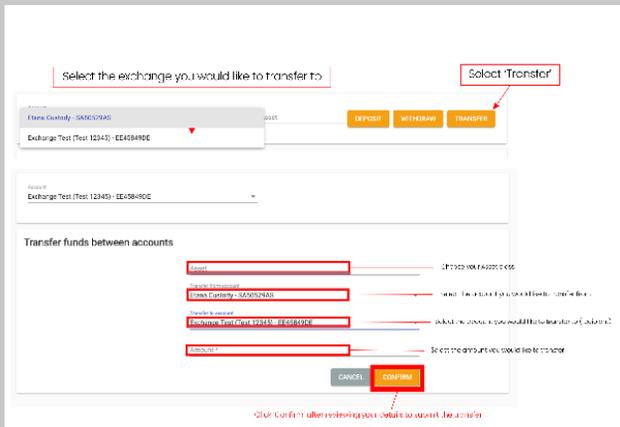Here is where you will link your exchange account to your Etana Custody profile
- This account will be used to move your assets to/from the exchange to/from your Etana Profile
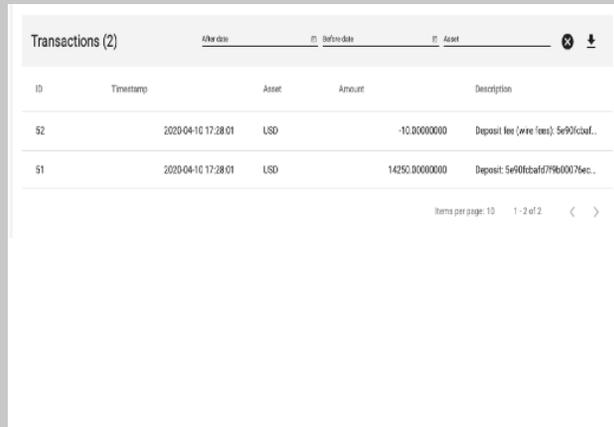- Connects your Etana custody account to your Exchange account

- Agent - this is the exchange name you wish to link your Etana Profile with
- Agent Account Identifier - The account number/ ID of your account held at the exchange

Deposits & Withdrawals

BALANCES OVERVIEW
Here you will see a snapshot of all your assets held in Etana
- In the dropdown in the upper left corner, you can select the account you would like to view
- Next to your account name is the associated acct. number (i.e., Your account no. at Etana Custody)

DEPOSITS
- Select 'Accounts' from the menu in the top let of your screen
- Here you can select to Deposit, Withdraw, or Transfer funds
- Select 'Deposit' to deposit funds
- Select your Deposit asset type and amount
- Select the Approved Funding Account you would like to receive your funds (dropdown menu)

Remember to add the wire notes to ensure the funds are credited to your account

DEPOSITS
- Double-check all of the information is correct for the funding account
- Please note you will have to complete the wire via your bank, it will not be automatically submitted
- Deposit Fee: $35 USD or equivalent
- Minimum Deposit: $150 USD or equivalent
  Check with your exchange for fee promotions

WITHDRAWALS
- Select the Asset type you would like to withdrawal
- Enter your approved
- 'Destination' account - a drop down menu will appear with your current options
- Select the amount you would like to withdrawal
- Click the 'Next' button to save your chages and continue

WITHDRAWALS
- Double-check your information
- Click 'Confirm' if it is correct
- Withdrawal Fee: $35 USD or equivalent
- Minimum Withdrawal: $150 USD or equivalent
- Check with your exchange for fee promotions

TRANSACTIONS OVERVIEW
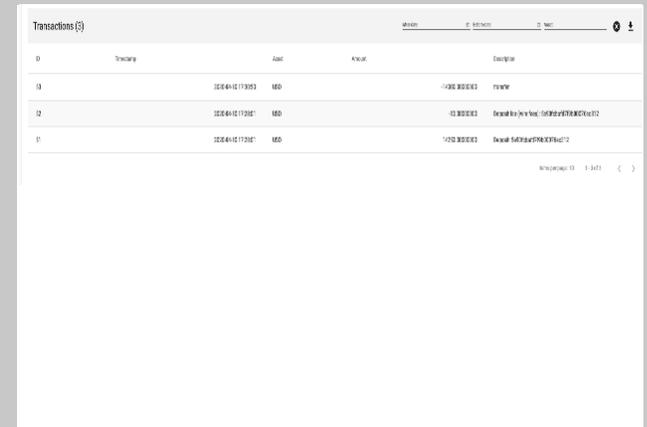This section is where you can review pending and completed transactions

Transfers to Linked Accounts

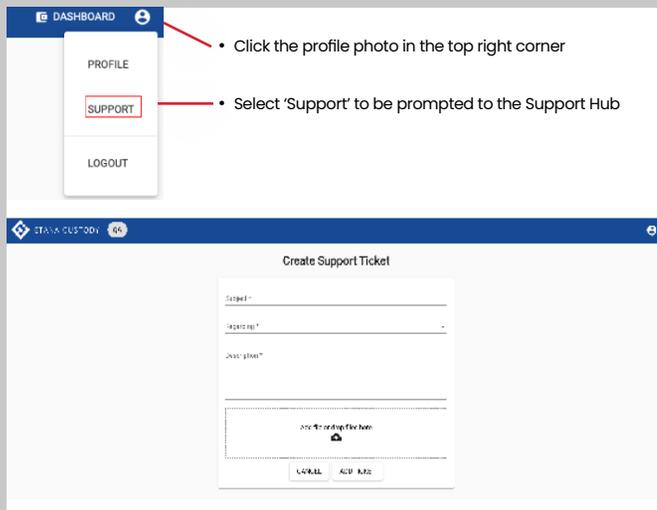Moving funds from your Custody Account to your Linked Account

This section is where you can review pending and completed transfers

- Your transfer request will be reviewed and completed
- You will be able to see all of your transfer history in the transactions log at the bottom of the 'account' summary page

Support

- Click the profile photo in the top right corner
- Select 'Support' to be prompted to the Support Hub

Here is where you can correspond with the Etana Support team with any questions

Select 'Go to FAQS' for answers to commonly asked questions

Select 'View Manuals' for step-by-step instructions on onboarding, deposits, withdrawals, linked accounts and transfers

Select 'Contact Etana Support' to create a ticket/message

Your open tickets/messages will be listed here

SAFE. SECURE. TRUSTED.

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