

Cryptocurrency Protection

Product Information Document



Company: Coincover

Product: Coincover Comprehensive Cover

Digital Asset Services Ltd (trading as Coincover) is registered in England and Wales under company number 11356137 and its registered office is at Capital Building, Tyndall Street, Cardiff, CF10 4AZ. Coincover is regulated by the Financial Conduct Authority.

This is a summary of our policy. The full conditions, limitations and exclusions can be found in the terms and conditions.

What is this type of protection?

Theft cover for your cryptocurrency, is an annual policy which protects you against theft of your cryptocurrency assets held in the wallets of our approved service providers. It offers a cash equivalent payment for the cryptocurrency value at the time and date of theft. It is made available to you via our approved service providers.



What is protected?

- ✓ Protection of your cryptocurrency from theft and loss of funds.
- ✓ Cryptocurrency, owned by you, to the maximum of the sum insured, held in the wallet of our approved service provider.
- ✓ Proven third-party hacks or theft of private keys resulting from: Brute Force Attack, Cyber Attacks, Phishing Software, Malicious Software, Trojans, Worms, Hacking, Device Theft, Insider Attack.
- ✓ Loss of your wallet private keys.



What is not protected?

- ✗ Any occasion where you or someone on your behalf has sent cryptocurrency to a third party.
- ✗ Failure, breakdown or disruption of the cryptocurrency blockchain.
- ✗ Direct physical loss of, or damage to, any hardware.
- ✗ All other exclusions as shown in the terms and conditions.

Are there any restrictions on cover?



- ! You must own the cryptocurrency assets and they must be held in a wallet provided by our approved service provider.
- ! The most we will pay is the limit of the cover level selected.
- ! We may pay less if the value of cryptocurrency stolen is below that limit.
- ! This policy offers no excess/deductible.
- ! This policy may not be transferred or assigned to any third party without our written agreement.
- ! Theft Cover will not apply if a policy is out of date or if payments are not up to date.

What are my obligations?



- To tell your service provider immediately if you suspect your assets have been stolen. Your service provider will inform Coincover to start a claim investigation on your behalf.
- To report the theft to the Police or other recognised local law enforcement agency.
- To complete identity verification with your service provider and Coincover when requested.
- To give us true, factual and not misleading information.
- To tell us of any circumstances which you think may give rise to future potential loss.
- To take reasonable care of your digital assets as set out in the terms and conditions.
- To ensure payments and any payment mechanisms remain in place and up to date.
- To give us full, complete and accurate information to the questions we ask.
- To tell your service provider if your circumstances change, and if you wish to vary the amount of cover you have.
- To tell your service provider if any of the information in your document, especially your schedule, changes or is inaccurate.
- To help us investigate the background and/or causes of any theft and be prepared to share information with us.
- To agree to work with our service providers in managing claims.



Where am I covered?

- Theft Cover is available globally with the exception of countries or jurisdictions prohibited by the UK or USA governments.



When and how do I pay?

- Premiums are paid in advance via your service provider.



When does the cover start and end?

- Cover starts on the start date stated on your Coincover Certificate of Cover.
- This is an annual policy and automatically renews unless you tell us to stop.



How do I cancel the contract?

- Contact your service provider to inform them you wish to cancel.
- You may cancel the policy at any time without reason.



How do I make a claim?

- All claims will be managed by your service provider in collaboration with Coincover.
- **Stage 1: Reporting and information gathering**
You will be required to provide information about the theft to your service provider, including how and when you suspect it to have taken place and a local authority crime registration number. Your service provider will validate your details and then escalate it to Coincover for investigation.
- **Stage 2: Investigation and validation**
We will conduct a thorough technical investigation into the theft. This will include gathering background information to build a picture of how and what happened.
- **Stage 3: Service provider investigation**
We will acquire additional information from your service provider to support our investigation.
- **Stage 4: Follow up with interviews and identity validation**
We may seek more information from you or your service provider on how your account could have been accessed. This may include telephone, video or face to face interviews. We will also conduct an identity verification check at this time in preparation of paying any claim.
- **Stage 5: Internal review and sign off**
Having concluded our investigation, we will make a decision based on the evidence we have obtained.
- **Stage 6: Payment of claims**
We will inform you of our decision and, in the event of a valid claim, collect bank account information to effect payment. The Bank account information you provide must be registered in the same name as the policyholder. We endeavour to pay out claims within 48 hours of a valid claim being confirmed.