1 Introduction

- 1.1 These Terms and Conditions apply and become effective when you register on our platform.
- 1.2 You must know, understand and comply with these Terms along with our Privacy Policy as they are bindina.
- 1.3 If there is a conflict between these Terms and the General Terms of Use, these Terms wil apply.
- 1.4. These Terms are governed according to the laws of the Republic of South Africa.

2. Definitions

- "Account" means the Krowdbox account opened in your name at your request.
- "OTP" means a confidential one time identification number which is sent to you at various times for verification purposes.
- "**Product Information**" means the specific conditions applicable to the Krowdbox product as published by Fig Capital and Investments, the product owner.
- "Krowdbox" or "We" or "Us" means Fig Capital and Investment (Pty) Limited with registration number 2018/111920/07 or its successors or assigns.
- "You" or "Account Holder" means the person who has registered with us and in whose name an account has been opened.

3. Your Account

- 3.1 There are no minimum amount and period when setting your goals. However, maximum amounts do apply and is communicated from time to time.
- 3.2 Before opening your account, we will obtain specific information and documents from you as stated by the Financial Intelligence Centre Act, 2001 ("FIC Act").
- 3.3 You consent to us verifying any information received during the on-boarding process including any documents and making whatever enquiries deemed necessary in order to verify the information and/or documentation.
- 3.4 Your Account is operated by you online or via mobile. You may contact us for technical issues or queries but not to make changes to your account.
- 3.5 The use of our tools is at your discretion and do not constitute the provision of advice
- 3.6 Your Account is not transferable to another person or legal entity.

4. Payments

- 4.1 You are responsible for ensuring that Krowdbox is in receipt of your correct bank account. Your account will always be verified to avoid fraud or illegal use of funds.
- 4.2 You agree that Krowdbox will deduct all relevant fees from monies raised and pay the balance into your verified bank account. The process of payment may take 24-48 hours depending on your bank.

5. Security

- 5.1 Your personal information is safe and will never be shared with anyone without your permission.
- 5.2 We ensure all information is encrypted and all transmission to our various partners vice encrypted connection.
- 5.3 The safekeeping of your login details including your password and pin issued to you from time to time is your responsibility. Krowdbox will not be held liable for any illegal or unauthorised access to your account.

6. Disclaimers

- 6.1 The information provided by Krowdbox may change from time to time and no guarantee is made by Krowdbox concerning the accuracy and/or completeness of information.
- 6.2 Krowdbox is not responsible, or liable for, any loss, damage or expense which may be suffered by you or a third party as a result of the failure by Krowdbox to perform or process of transaction as a result of acts, events or circumstances beyond our control, including but not limited to failure, unavailability or malfunction of any networks or third party systems and power failures.
- 6.3 Krowdbox is not liable for any damage or loss to you resulting from incorrect information provided to us or unauthorized access to any information or data pertaining to you due to your nealigence.

7. Complaints

- 7.1 Any complaints should first be directed to us using our contact details and we will endeavour to resolve it.
- 7.2 If there no resolution on the matter, escalation can be done to the National Consumer Commission