

Electronic Communications Notice

NEMOPAY GLOBAL CORP.

Last updated: 28 October 2026

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9.1 Electronic Delivery of Documents and Notices

NEMOPAY GLOBAL CORP. (“NEMOPAY”) communicates with clients by email and publishes its client documents on its website, nemopay.io. NEMOPAY does not provide an online client area. By using NEMOPAY’s services, you agree to receive agreements, notices, disclosures and other communications electronically.

9.2 Scope of Electronic Communications

NEMOPAY may deliver the following by email or by publication on its website:

- The Terms & Conditions, your fee schedule and any changes to them.
- The Privacy Policy, the AML & KYC Notice and other disclosures.
- Quotes for currency conversions and USDT sales.
- Confirmations and receipts for each payment and USDT sale, and notices of returned or declined payments.
- Compliance and verification requests.
- Service notices, including notices of operational incidents that affect you.
- Complaint acknowledgements and responses.
- Any other legal, regulatory or service communication.

9.3 Instructions Sent by Email

NEMOPAY accepts payment instructions, quote acceptances and USDT sale requests only through the channels agreed at onboarding, from the email addresses and persons you have designated as authorized. NEMOPAY may ask you to confirm an instruction by a second channel before it acts on it.

NEMOPAY will never ask you by email to send funds to bank details other than those NEMOPAY confirmed to you at onboarding, and will never ask for a wallet private key or recovery phrase. If you receive a message that appears to come from NEMOPAY and asks for either, do not act on it and contact NEMOPAY at support@nemopay.io.

9.4 Your Responsibilities

To receive electronic communications, you must:

- Provide and maintain a valid, current and monitored email address.
- Tell NEMOPAY promptly of any change to your email address or contact details, or to the persons authorized to give instructions.
- Ensure that NEMOPAY's emails are not blocked by spam filters or email rules.
- Keep access to a device and software that can receive, display and save electronic documents, including PDF files.
- Keep your email mailboxes and devices secure.

9.5 Withdrawal of Consent

You may withdraw your consent to electronic delivery of communications that are not required for the service by writing to support@nemopay.io. Because NEMOPAY provides its services by electronic means, documents and notices relating to your payments, USDT sales and legal or regulatory matters are sent electronically. If you withdraw consent to receive them electronically, NEMOPAY may be unable to continue providing services.

9.6 Record Keeping

NEMOPAY recommends that you save or print copies of the documents, quotes and confirmations you receive from NEMOPAY. NEMOPAY keeps records of its communications with clients in accordance with its Privacy Policy and legal requirements.

9.7 Contact

Field	Value
Questions about electronic communications	support@nemopay.io
Address	NEMOPAY GLOBAL CORP., 1100 W 73rd Ave, Vancouver, BC V6P 6G5, Canada