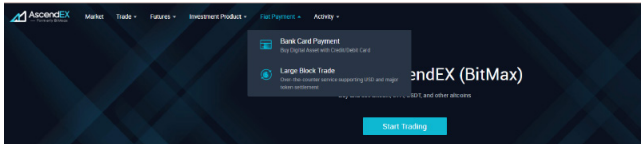




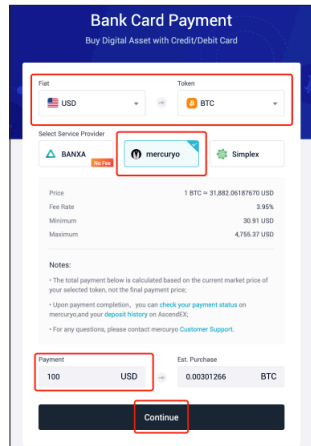
**USER GUIDE**  
**How to Get Started**  
**Using Mercuryo (PC)**

# HOW TO GET STARTED USING MERCURYO (PC)?

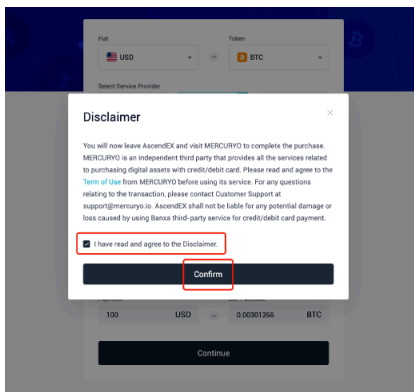
1. Log into your account, click on [Fiat Currency]-[Bank Card Payment].



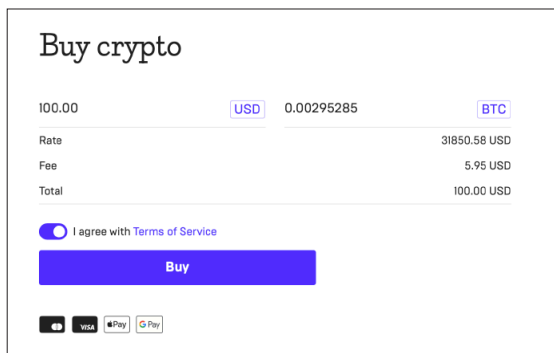
2. Select Mercuryo as the service provider, and then select the token you want to purchase and the fiat currency you want to use.



3. Read and agree to the disclaimer, and then click "confirm".



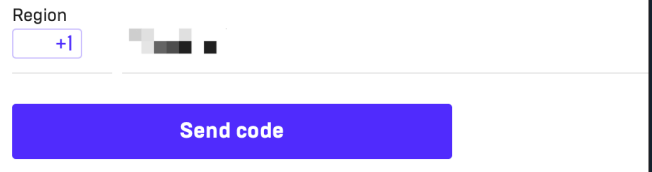
4. On the Mercuryo website you need to agree with the Terms of Service and then click [Buy].



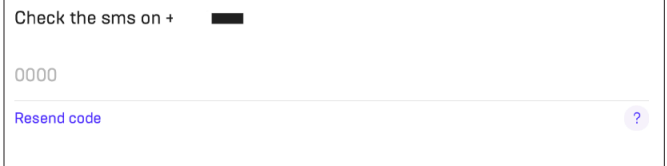
Note: Mercuryo does not include any hidden or extra fees. You will see the final amount of crypto to be deposited on your blockchain address and the fiat amount that will be charged from your bank card by Mercuryo. The handling fee is also included in the final price.

5. Select your region and type your phone number. Put in the verification code received on your phone. It might take some time for local mobile operators to deliver the code. You can resend a new code after 20 seconds.

## Phone number

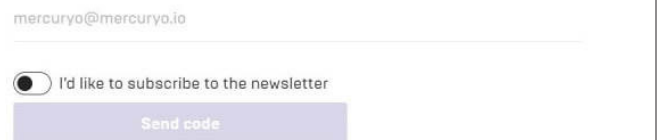


## SMS code

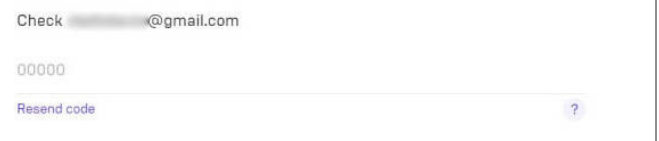


6. Input your email address and click [Send Code]. Then insert the code you received in your email to confirm it. Please check your Inbox thoroughly, sometimes the e-mail containing the confirmation code might end up in your SPAM folder.

## Email



## Email code



7. Insert your personal info, — first name, last name and date of birth — exactly as written in your identification document and click [Send].

8. Enter your card info — card number, expiry date, cardholder name using capital letters and then click [Buy].

Mercuryo accepts ONLY Visa and MasterCard: virtual, debit and credit cards. Mercuryo will hold and immediately release 1 EUR to check if your bank card is valid.

9. Complete the 3D secure authorization and input the security code from your bank and Mercuryo.

In some countries to assure maximum security, Mercuryo sends 5 digit M-XXXXX code to your bank, then your bank should deliver the code to you. Once received, you need to input it. Security code delivery is usually done via:

- A. SMS message
- B. push notification
- C. invoice or bank statement from your bank's web/mobile app

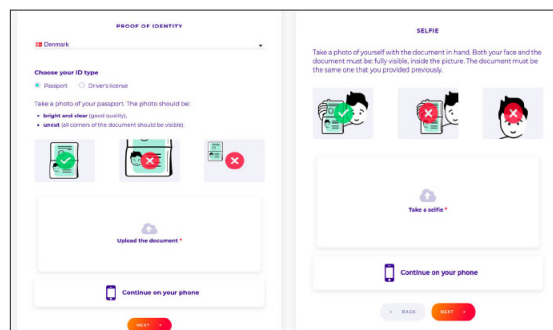
Please note that it is not a separate message and should be in the description of your transaction in the bank.

As soon as you pass security code confirmation, the fiat amount is put on an authorization hold. This is done to ensure that the card owner has sufficient funds, while Mercuryo confirms your transaction. Once the bank reserves the requested amount, Mercuryo reserves the digital assets and provides you 30–40 minutes in order to pass KYC.

10. Pass KYC

You need to select your country and depending on the country of citizenship you will need to send a selfie with one of the following types of government-issued identification documents:

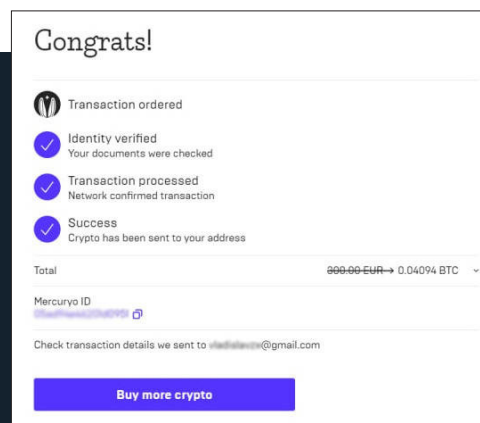
- A. Passport
- B. National ID card (both sides)
- C. Driver license



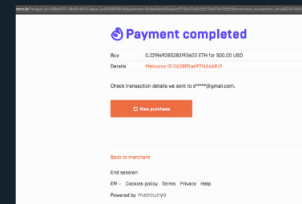
As soon as you complete the KYC process, Mercuryo sends your digital assets to the blockchain address you entered earlier.

11. Transaction completed

As soon as Mercuryo sends the assets - the transaction is completed. You will receive an email with all the details of the transaction, including the amount of fiat debited, the amount of digital assets sent, the Mercuryo transaction ID, and the top-up address.



12. You will also receive a deposit notification email from AscendEX once your purchase dassets deposited into your account upon the purchase completion.





## GET IN TOUCH



[www.ascendex.com](http://www.ascendex.com)

**Customer Support:** [support@ascendex.com](mailto:support@ascendex.com)

**Listing Application:** [listing-service@ascendex.com](mailto:listing-service@ascendex.com)

**Institutional Services:** [institution@ascendex.com](mailto:institution@ascendex.com)