



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

SUPPORT

See page 9 for more information on messaging & support

FAQs - support.etana.com/hc/en-us

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

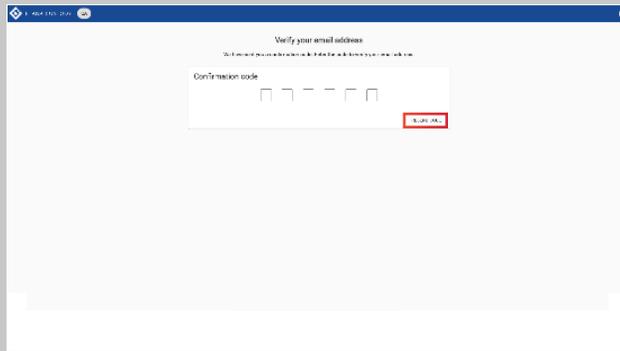
Set Up Two-factor Authentication (2FA)

- 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:

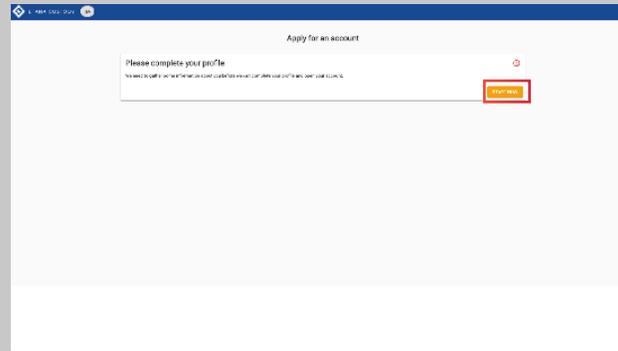
Whenever you see a white screen, please wait for the platform to load, the platform can load slower with some users depending on their internet speed and location. If you have any additional questions or concerns, please let us know, and again our apologies for any inconvenience.

Business Onboarding



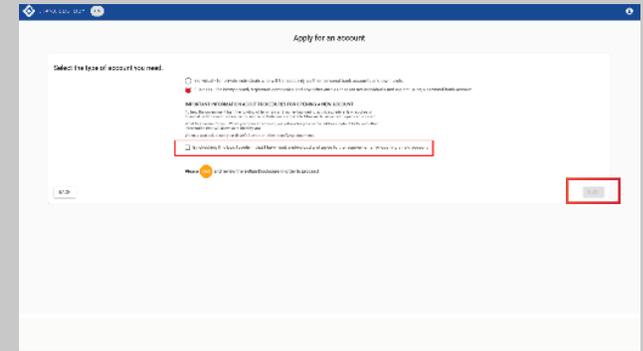
Sign-Up

- 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*

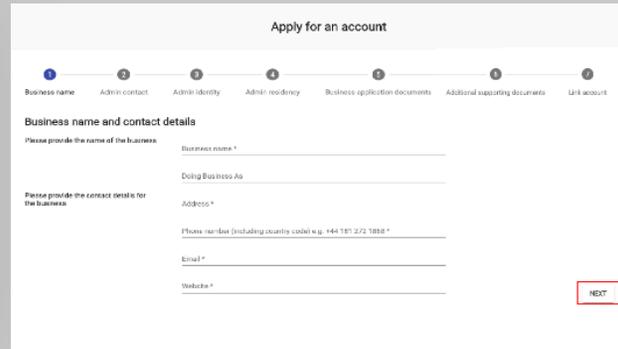
Read Disclosure

- 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 changes and continue



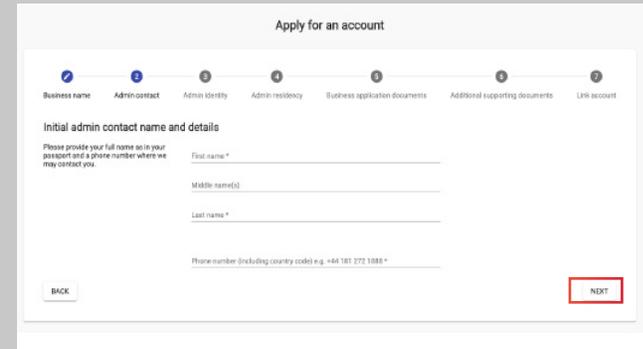
Review the Disclosures in the pop up

- Check Box to confirm you have read, understand and agree to the terms
- Click the 'Next' button to save your changes 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 changes 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 changes and continue

Business Onboarding – Apply for an Account

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Confirm identity of admin contact

Please upload a copy of your passport using the 'Capture Passport Image' button, and follow the directions as prompted. If you do not have a passport, please select 'ID document' in the 'Document Type' field.

Please note that if you do not have a passport, you will have to provide the name of Government ID (such as a Birth Certificate, National ID Card, Driver's License, etc.), and which is required to be a form of state identification. Please note that we cannot accept Social Security cards or Military IDs.

If your company does not have a face locking camera or are unable to complete the auto-signup process, you may change the 'Capture Photo' field to 'Manual' and upload photos of your ID and a selfie with the ID against using an alternate method (i.e. PhotoScan or Photomyki). Please make sure the documents are clear, legible, and saved in a supported file.

(Supported files: JPG, PNG up to 20mb)

BACK NEXT

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

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Confirm identity of admin contact

Please provide your primary ID information so that we can confirm your identity.

Please ensure this information matches the document you uploaded images of.

Nationality *

Date of Birth *

ID number *

ID number (verify) *

Country of issue *

Issue date *

Expiry date *

Date of Birth *

BACK NEXT

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

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Confirm residency details of admin contact

Please provide your residency information so that we can confirm your eligibility for our service.

Your current address

Address line 1 *

Address line 2 (Optional: Suite, Apt, etc.)

City *

State/Province (select none if not applicable) *

Postal/Zip code *

Country *

BACK NEXT

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

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Please download the application documents (PDF), complete them and upload here.

If your business is based in the USA, please complete the W9 Form. If your business is based outside of USA, please complete the W8 BENE form.

1. Merchant Application	Completed merchant application	UPLOAD
2. Custody Agreement	Completed custody agreement	UPLOAD
3. IRS W8-BENE Form	Completed W8	UPLOAD
4. IRS W9 Form	Completed W9	UPLOAD

BACK NEXT

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 changes and continue

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Please download the application documents (PDF), complete them and upload here.

If your business is based in the USA, please complete the W9 Form. If your business is based outside of USA, please complete the W8 BENE form.

1. Merchant Application	Completed merchant application	UPLOAD
2. Custody Agreement	Completed custody agreement	UPLOAD
3. IRS W8-BENE Form	Completed W8	UPLOAD
4. IRS W9 Form	Completed W9	UPLOAD

BACK NEXT

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 changes and continue

Apply for an account

Business no. Admin cont. Admin iden. Admin reside. Business application docum. Additional supporting docum. Register funding acc.

Please upload any additional supporting documentation.

Supporting document

UPLOAD

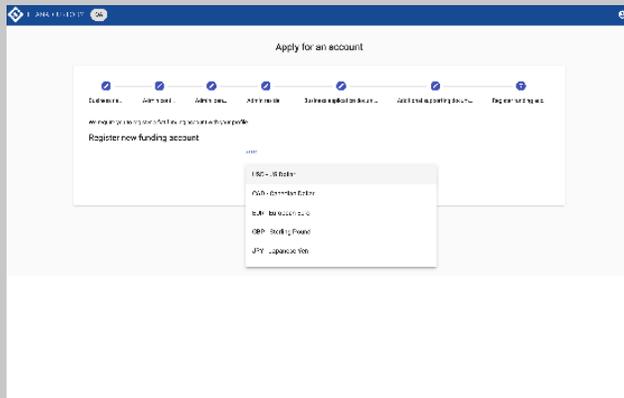
Click us now to select documents then push the upload button to upload the document.

(Supported files: .JPG, .PNG, .PDF up to 20mb)

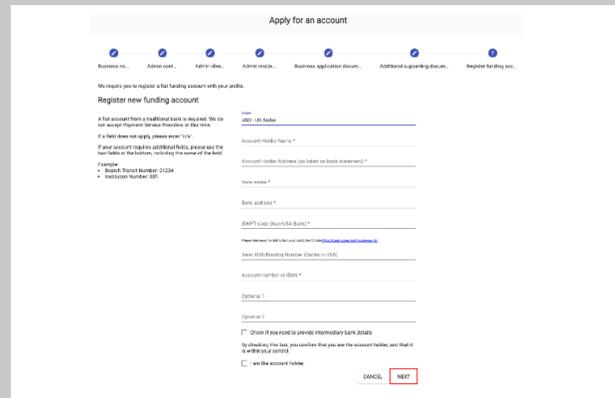
BACK NEXT

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 changes and continue



Add your funding asset account

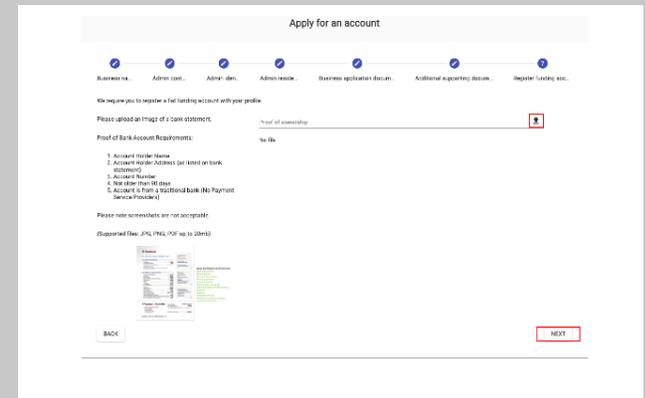


Add your funding account details

- Upload any additional banking information to the 'Optional 1' and/or 'Optional 2' sections

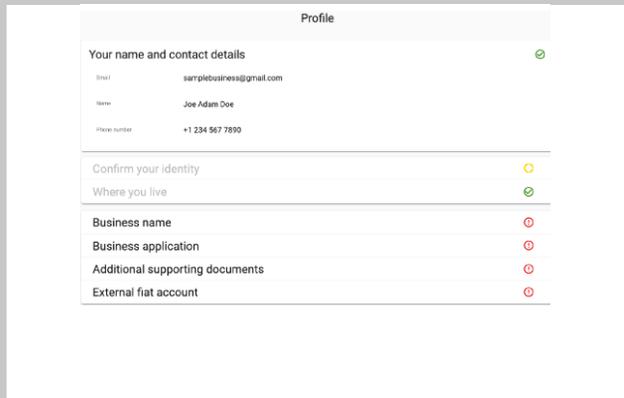
Example:

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



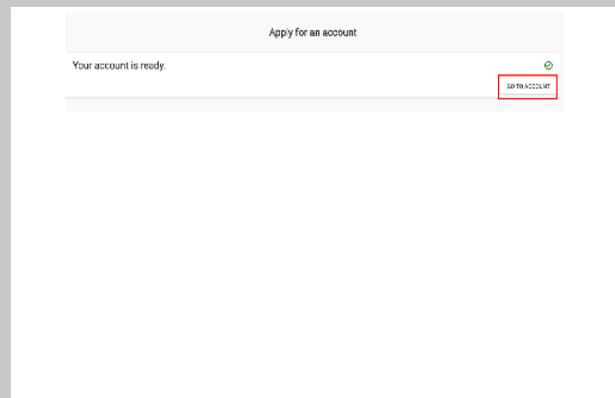
Upload your proof of Business bank account document **Must Include:**

- 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 changes and continue

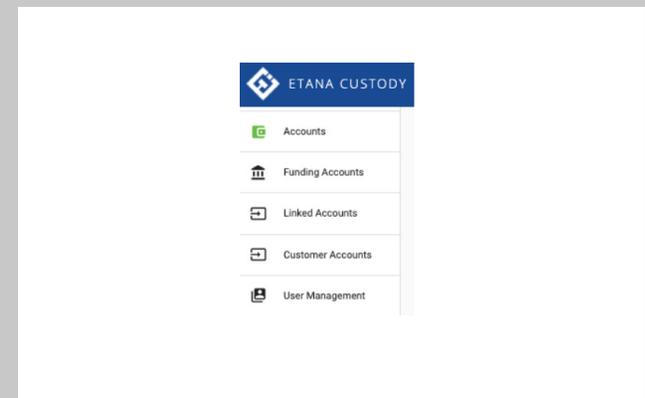


This page shows the status of your application

- **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



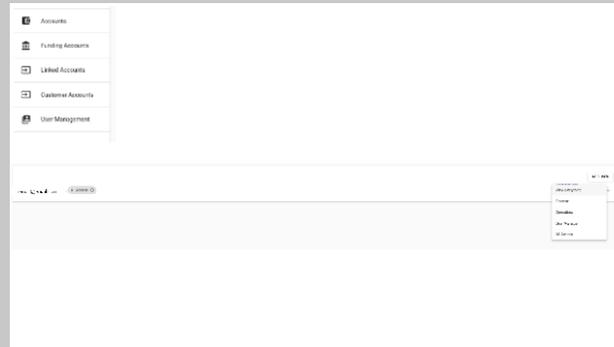
- **Accounts** - This is where you can view your balances and transactions
- **Funding Accounts** - You can view / link bank accounts and digital wallets here
- **Linked Accounts** - In order to link to other approved entities
- **Customer Accounts** - Where you can review / approve clients added to 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



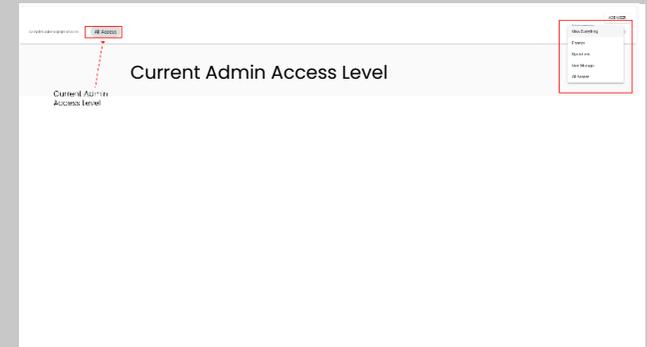
- Send an email to Etana Support via the messaging service within the platform
- Select 'Add an Admin to my Corporate Profile' as the 'Regarding' field
- Request to add the admin, including their email

See page 9 for more information on messaging & support



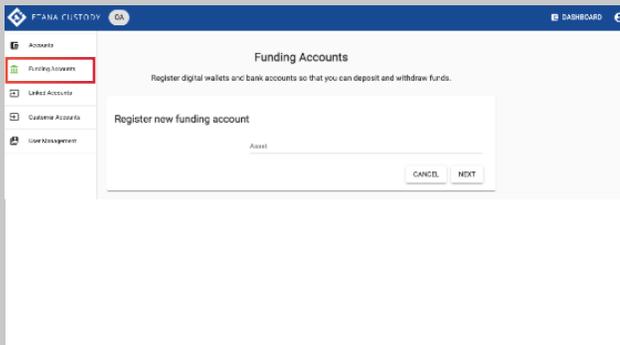
ADDITIONAL ADMINS ACCESS LEVELS

- 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)

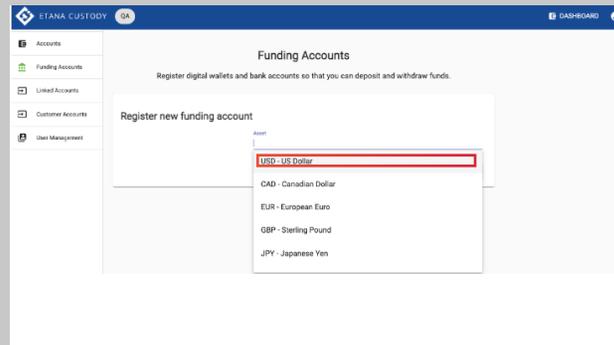


- There are 5 types of Admin Access depending on your use case
- **View Everything** – Can view all items but cannot complete any actions
 - **Finance** – Can complete Transactions only
 - **Operations** – Can approve and review Linked Accounts
 - **User Manager** – Can review and edit Admin status (Users)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

Adding A Funding Account

The screenshot shows the 'Funding Accounts' section of the Etana Custody interface. The main heading is 'Funding Accounts' with a sub-heading 'Register digital wallets and bank accounts so that you can deposit and withdraw funds'. Below this is a form titled 'Register new funding account'. The form is for a fiat account, specifically 'EUR - European Euro'. It includes several required fields: 'Account Holder Name', 'Account Holder Address (as listed on bank statements)', 'Bank name', 'Bank address', 'SWIFT (code) (Non-USA banks)', 'Bank ABA/Routing Number (banks in USA)', and 'Account number or IBAN'. There are also optional fields for 'Optional 1' and 'Optional 2'. A checkbox is present for 'Check if you need to provide intermediary bank details'. At the bottom right, there are 'CANCEL' and 'NEXT' buttons, with 'NEXT' highlighted in red.

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 changes and continue

The screenshot shows the 'Funding Accounts' section of the Etana Custody interface. The main heading is 'Funding Accounts' with a sub-heading 'Register digital wallets and bank accounts so that you can deposit and withdraw funds'. Below this is a form titled 'Register new funding account'. The form is for a digital currency account, specifically 'BTC - Bitcoin'. It includes a required field for 'Address'. There is a checkbox for 'I am the account holder'. At the bottom right, there are 'CANCEL' and 'NEXT' buttons, with 'NEXT' highlighted in red.

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 changes and continue

Creating Linked Accounts

The screenshot shows the 'Linked Accounts' section of the Etana Custody interface. The main heading is 'Linked Accounts' with a sub-heading 'Manage funds allocated to exchanges and other agents'. Below this is a large empty space with a 'LINK ACCOUNT' button highlighted in red at the bottom right.

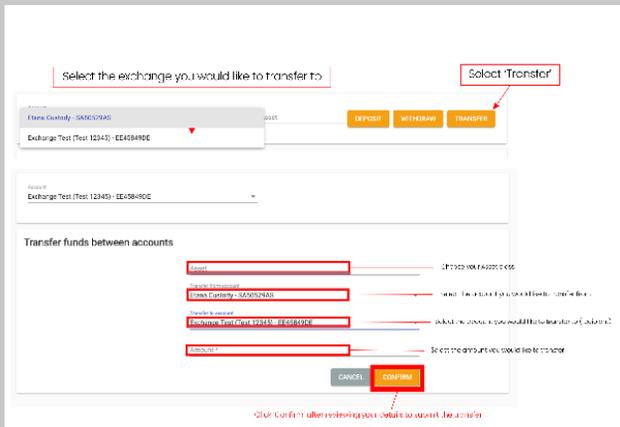
Here is where you will link your exchange account to your Etana Custody profile

- 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

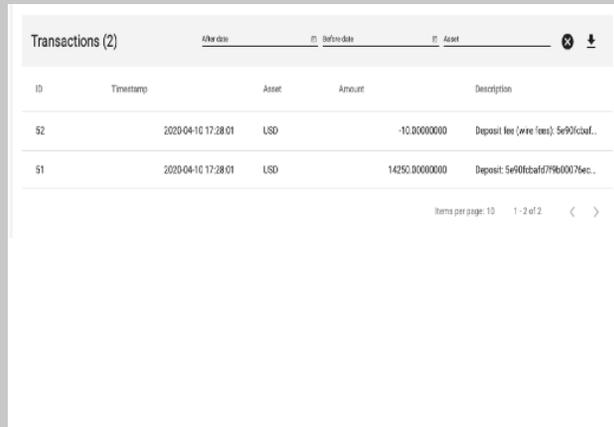
The screenshot shows the 'Link an account' section of the Etana Custody interface. The main heading is 'Link an account' with a sub-heading 'Select the exchange or other agent you wish to link with.'. Below this is a form with a dropdown menu for 'Agent' and a text field for 'Agent account identifier'. At the bottom right, there are 'CANCEL' and 'ADD' buttons.

- 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

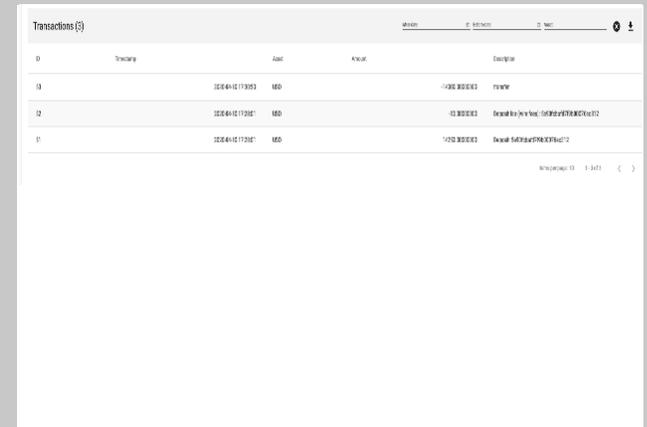
Transfers to Linked Accounts



Moving funds from your Custody Account to your Linked Account

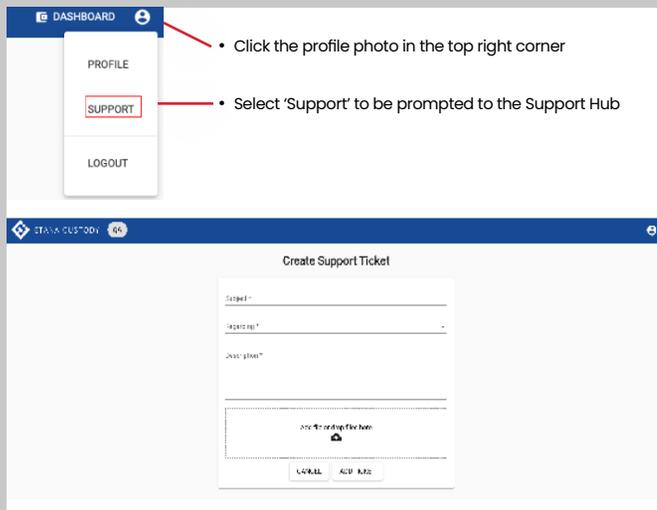


This section is where you can review pending and completed transfers



- 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



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

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

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

