

# FAQ: Wealth

## HOW DO I OPEN AN INVESTMENT ACCOUNT?

To open an Investment Account you will need to get in touch with one of our **sales associates** who will sit with you and evaluate your profile, to jointly determine the best options for your wants and needs.

## WHAT IS THE MINIMUM INVESTMENT AMOUNT REQUIRED TO OPEN AN ACCOUNT?

The minimum amount required to open an investment account is US\$ 50k. Contributions can be in Fiat currency or in-kind in digital assets.

## WHAT ARE THE MANAGEMENT AND PERFORMANCE FEES AND HOW ARE THEY CHARGED?

Management and performance fees will vary depending on factors which include: investment amount, selected portfolio, client risk profile, type of account (Discretionary or Non-Discretionary), investment exit horizon, among other factors.

Management fees are charged monthly directly from the client's account. Each month, 1/12th of the agreed management fee will be deducted from the client's account.

Performance fees are charged once a year or at the anniversary of the contract over the net income, generated through the investment placed in Solidus. For example: an investment of US\$ 100K, now worth US\$ 200K, will pay X% over the net income which is US\$ 100K. If your performance fee is 20%, we will charge you US\$ 20K (20% of the net income) and hand over the difference alongside your investment. The net income represents your net earnings minus management fee.

Premium Accounts have a hurdle of 10%, which means that the return of the portfolio must be greater than that number in order for Solidus to charge a performance fee.

## WHAT IS A LOCK-UP PERIOD?

A Lock-up Period is a window of time when investors are not allowed to redeem or sell shares of a particular investment/position/allocation. In the case of Solidus Private Accounts, the lock-up period is 12 months, and investors who wish to withdraw capital before the period expires can do so receiving a penalty of 10%. The lock-up periods only apply to premium accounts.

## WHAT STRATEGIES ARE IMPLEMENTED IN PREMIUM ACCOUNTS?

Our goal is to offer the right product for every investor, which is why we designed different predefined portfolios to adapt to our client's goals and expectations. Each investor is assigned a type of portfolio based on their investor profile which takes into account risk appetite, investment exit horizon, objective, and investment allocation. Strategies range from event-driven trading based on research, fundamental analysis, and technology trends to the accumulation of tokens of major large-cap digital assets such as bitcoin (BTC) and ether (ETH).

## HOW ARE MY FUNDS KEPT SAFE?

At Solidus, we believe that the protection of your Digital Assets is our top priority, which is why we've partnered with some of the best Information Security and Infrastructure Providers in the ecosystem to bring you an integrated, military-grade solution. Employing a state-of-the-art, lightning-fast protocol, this secure infrastructure shields Digital Assets from multiple Attack Vectors that cybercriminals usually target.

To learn more about Solidus' custody solution [click here](#).

# FAQ: Onboarding

## HOW & WHERE SHOULD I UPLOAD MY ID?

The four corners of the submitted documents must be visible with no reflections or shadows, the onboarding page will lead you to the upload of the documents.

## CAN I SUBMIT AN EXPIRED ID?

No, unless different governments have accepted their validity even though these documents have expired.

## ON WHOSE NAME SHOULD THE PROOF OF ADDRESS BE ISSUED?

The PoA should be issued on the name of the client. If the Proof of Address is in the name of a family member, an explanation of the address must be submitted. Examples of PoA include:

- Property Tax Receipt;
- Utility Bill;
- Lease Agreement or mortgage statement, or;
- Bank or credit card statement.

## IF MY BANK ACCOUNT IS A JOINT ACCOUNT CAN I USE IT?

Yes, it must come with the ID of the other person whose name is in the account.

## CAN I HAVE MORE THAN ONE ACCOUNT AFFILIATED?

Yes, later you can add one or more accounts to our services.

## CAN I ADD AN AUTHORIZED PERSON TO TRADE ON MY BEHALF?

Yes, you will be able to add an authorized person by submitting his/hers ID and telephone number in the platform

## CAN I DESIGNATE BENEFICIARIES OF MY PORTFOLIO IN THE EVENT OF A FORCE MAJEURE EVENT, SUCH AS DEATH OR DISABILITY?

Yes, beneficiaries can be designated for unforeseen cases, this must be notified to Solidus Advisors staff so that they can be incorporated into the Investment Management Agreement, under the conditions specified by the client.

## WHY DO I NEED A PHONE NUMBER WITH WHATSAPP / TELEGRAM?

This mobile number will be used to create the Communications Channel between Solidus as the Approved Investment Manager and the client. In the case of portfolio management, this will be the main channel of communication where all guidelines and information related to your investment will be provided. After this is done, a confirmation email will be sent to the registered email address.