

DaoFinity

Payment policy

This policy establishes the terms and conditions applicable to deposits, withdrawals and other financial transactions carried out at DaoFinity.

1. Accepted Payment Methods

Users can conduct financial transactions on the platform using the following methods:

Credit/Debit Cards (Visa, Mastercard) Bank Transfers Pix and Digital Wallets
Cryptocurrencies (Bitcoin, Ethereum and other supported currencies) The chosen method must be in the name of the account holder registered on the platform. We do not allow transactions to third parties.

2. Deposits

2.1 General Requirements

The minimum deposit amount is R\$50.

Deposits must be made exclusively using the methods available on the platform. All deposits are processed in the currency chosen by the user at the time of registration.

2.2 Processing Time

Credit/debit cards and digital wallets: Instant processing.

Bank transfer: May take up to 24 business hours.

Cryptocurrencies: Processing after confirmation on the blockchain, which can take from a few minutes to a few hours.

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3. Withdrawals

3.1 Withdrawal Conditions

Withdrawals can only be made to the same account used for the deposit.

The minimum withdrawal amount is R\$50.

For withdrawals above R\$5,000, the platform may request additional identity verification (KYC).

The withdrawal request may be denied if there are signs of suspicious activity or violation of the terms of use.

3.2 Processing Time

Digital wallets and Pix: Up to 24 business hours.

Bank transfers: 1 to 3 business days, depending on the bank.

Cryptocurrencies: After confirmation of the transaction on the blockchain.

Delays may occur due to additional security checks or payment provider policies.

4. Fees and Charges

Deposits: We do not charge fees on deposits. However, your bank or payment provider may apply charges.

Withdrawals: Fees may apply depending on the method chosen. Please check with the platform before requesting a withdrawal.

Currency Conversion: If the withdrawal or deposit is made in a currency other than that registered in the account, there may be automatic conversion with applicable fees.

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5. Fraud Prevention and Security

Protective Measures:

All withdrawals are reviewed by our compliance team before processing.

We apply AML/KYC (Anti-Money Laundering and Know Your Customer) policy to ensure secure transactions.

The user must keep their data updated to avoid account blocks or restrictions.

If we identify any suspicious activity, your account may be temporarily suspended until verification is complete.

6. Chargebacks and Disputes

Deposits cannot be refunded once they have been credited to the user's account.

In case of a transaction error, the user must contact support within 48 hours.

If a payment is disputed by the user without valid justification, the account may be blocked until the case is resolved.

7. Changes to this Policy

We may modify these rules from time to time to reflect updates to the services or regulatory changes. Changes will be effective immediately upon posting on the platform.

Last updated: October 14, 2024

8. Support and Contact

If you need assistance with payments, please contact our team:

Email: support@daofinity.com Live Chat: Available 24/7