

### ACCOUNT SECURITY AND ANTI-FRAUD POLICY

#### 1. Purpose

This policy aims to protect the integrity, fairness, and security of PT JalanX Asia Fintech's services by clearly outlining prohibited behaviors and enforcement actions related to customer abuse, fraud, and exploitation of platform features.

#### 2. One-Individual-One-Account Policy

Each individual is strictly permitted to maintain only **one (1) active platform account per person**.

- Duplicate, fake, or multiple accounts created by or linked to the same individual are prohibited.
- Any such accounts may be merged, suspended, or permanently closed at our discretion.
- Any benefits, bonuses, or points received through duplicate accounts may be revoked or deducted.

#### 3. Abuse of Bonuses, Promotions & Rewards

All promotional offers, bonuses, referral incentives, loyalty rewards, and other benefits are intended for one-time personal use per individual.

Prohibited actions include (but are not limited to):

- Creating multiple accounts to claim one-person-per-lifetime promotions.
- Coordinating with others to cycle bonuses between accounts.
- Manipulating account activity to exploit referral or reward systems.

Penalties for abuse may include:

- Immediate removal of bonuses, cashback, and rewards.
- Adjustment or deduction from existing balances.
- Confiscation of capital in cases of clear and deliberate abuse.
- Permanent ban from the platform.

#### 4. Misrepresentation & Identity Fraud

Customers must provide truthful and accurate information during registration, KYC verification, and all communications.

- Use of false identity, documents, or impersonation is strictly prohibited.
- We reserve the right to verify identities, and accounts that fail verification may be suspended or terminated.

#### 5. Trading Manipulation & Exploitation

Manipulating our trading systems, bots, or high-frequency strategies through artificial means is strictly forbidden. Actions include:

- Coordinated trades between accounts.
- Repeated behavior that manipulates platform algorithms or market-making systems.
- Intentional latency exploitation.

#### 6. Investigation & Enforcement

We reserve the right to:

- Monitor, investigate, and log activities across all accounts.
- Take appropriate action without prior notice, including withholding/deductions of funds from accounts, suspensions/freezing of accounts, or legal proceedings.
- Report fraudulent behavior to the relevant financial or legal authorities.
- Require you to complete **Know Your Customer (KYC) verification**, which may include uploading official identification documents (such as a national ID, driver's license, a clear photo of yourself), submitting proof of tax return or tax identification number, and/or participating in a live video call to verify your identity.

#### 7. Non-Cooperation & Recovery Charges

In cases where a customer fails to cooperate, or where the required verification process is excessively delayed or prolonged—resulting in operational disruption, potential loss, or damage to the company—**recovery fees may be applied**. This includes, but is not limited to, situations where:

- The delay affects the company's ability to fulfill legal or compliance obligations.
- Customer data has been deleted, lost, or requires technical recovery.
- Additional manual processing or extended investigation is needed due to the customer's lack of timely response.

Such charges will be determined based on the time, effort, and resources required to restore or reactivate the affected account.

#### 8. Right to Amend

PT JalanX Asia Fintech reserves the right to update or modify this policy at any time. Continued use of our services indicates acceptance of any changes.

By using our platform, you agree to abide by this policy and understand the consequences of abuse.