

PROFITERA PRIVATE LIMITED

KYC & Account Suspension Policy

Last Updated: 01 February 2026

This document forms part of the official website policies of **PROFITERA PRIVATE LIMITED** and sets out the Company's approach to Know Your Customer (KYC) requirements and account suspension procedures in accordance with applicable laws and platform policies.

1. KYC Requirement

PROFITERA PRIVATE LIMITED may require users to complete **Know Your Customer (KYC)** verification to access certain platform features, services, wallets, settlements, or withdrawal-related facilities, as may be applicable from time to time.

KYC requirements are implemented to ensure platform integrity, user safety, and compliance with applicable legal and regulatory obligations.

2. KYC Documentation

Users may be required to submit valid identity, address, or other supporting documents as prescribed under applicable laws and the Company's internal verification standards. All information provided must be accurate, complete, and up to date.

Submission of false, misleading, or incomplete information may result in restriction of services or further action as outlined in this policy.

3. Account Suspension or Restriction

PROFITERA PRIVATE LIMITED reserves the right to suspend, restrict, or terminate user accounts, either temporarily or permanently, in circumstances including but not limited to:

- Incomplete, incorrect, or fraudulent KYC submissions
- Creation or use of duplicate or multiple accounts
- Detection of suspicious, unlawful, or prohibited activities
- Violation of platform terms, policies, or applicable laws

Such actions are taken to protect the platform, its users, and the Company's legal obligations.

4. Effect of Suspension

Accounts that are suspended or restricted may have limited or no access to certain platform services, features, wallets, or settlement facilities until the identified issues are resolved to the satisfaction of the Company.

5. Review & Reinstatement

Where appropriate, users may be provided an opportunity to rectify deficiencies or submit additional information for review. Reinstatement of services, if any, shall be at the sole discretion of PROFITERA PRIVATE LIMITED and subject to satisfactory compliance.

6. Governing Law

This policy shall be governed by and construed in accordance with the laws of India. Any disputes arising in relation to this policy shall be subject to the exclusive jurisdiction of courts located in India.

7. Contact Information

For KYC-related queries or account concerns, users may contact:

 support@profitera.net