KYC Policy (Public Version)

Mexmio LLC
Updated: 2025

1. Introduction

To ensure the safety of our users and comply with anti-money laundering (AML) and counter-terrorist financing (CTF) regulations, Mexmio LLC ("we", "us", "Company") requires all customers to undergo a **Know Your Customer (KYC)** verification process.

This policy describes:

- why we collect KYC information,
- what data we collect,
- how verification works,
- your obligations as a user.

This is a public summary. Our full internal KYC procedures are strictly confidential and comply with requirements of the **Financial Monitoring Service of Georgia (FMS)** and **FATF Recommendations**.

2. Why KYC is Required

We perform KYC in order to:

- verify customer identity,
- prevent financial crime,
- ensure the safety of transactions,
- comply with legal obligations in Georgia,
- reduce fraud, scams, and unauthorized activity.

All users must complete KYC before accessing exchange operations on **mexm.io**.

3. Information We Collect

To verify your identity, we may collect:

3.1. Identification Data

- full name
- date of birth
- nationality
- identification document (passport or national ID)
- document photo + selfie (liveness check)

3.2. Compliance & Risk Data

- sanctions and PEP lists screening
- risk assessment results provided by our verification provider
- IP-based geolocation

3.3. Additional Information (when required)

In certain cases (regulated by AML law), we may request:

- proof of address
- proof of funds or income
- additional documentation to confirm identity or reduce risk

We ask for the minimum amount of information required by law.

4. Verification Provider

Identity verification is performed through a licensed third-party provider:

AMLBot (Safe3 UAB, Lithuania)

The provider performs:

- document authenticity check
- biometric verification
- sanctions/PEP screening
- automated risk scoring

All data is processed securely and in accordance with GDPR.

5. Prohibited Users

We do not provide services to:

- citizens or residents of sanctioned countries,
- individuals listed on FATF black/grey lists,
- Politically Exposed Persons (PEPs) and their close associates,
- individuals attempting to bypass verification or use false documents,
- minors (persons under 18 years old).

If a user falls under any prohibited category, we must decline service.

6. How Verification Works

A general outline of the process (high-level view):

1. User registers on **mexm.io**
2. System requests verification
3. User submits identity document and selfie
4. Verification provider validates the data
5. Screening for sanctions, PEPs, and risk indicators
6. User is approved or declined

In some cases, we may request additional documentation to clarify information or complete compliance checks.

7. Accuracy of Information

By using our service, you confirm that:

- all information you submit is accurate and complete;
- you will not use other people's documents;
- you will update your information if it changes;
- you will cooperate in case additional checks are required.

Providing false or misleading information is strictly prohibited and may result in:

- account rejection or closure;
- transaction cancellation;
- reporting to regulatory authorities.

8. Data Protection

All KYC data is:

- stored securely on **AWS Ireland**,
- encrypted using industry-standard methods,
- protected by access controls, MFA, and secure audit logs,
- processed in accordance with GDPR and Georgian law.

We **never sell personal data**.
Data is retained for the period required by AML legislation (minimum 5 years).

For details, see our **Privacy Policy**.

9. Additional Checks & Ongoing Monitoring

To ensure platform safety, we may:

- perform periodic re-verification of documents,

- request updated information in case of changes or risk indicators,
- monitor transactions to detect unusual or suspicious activity.

These checks are required by law and industry standards.

10. Refusal or Termination of Service

We may refuse access to the service or terminate an existing account if:

- verification cannot be completed,
- submitted documents appear fraudulent,
- the user falls into a prohibited category,
- risk indicators are identified during ongoing monitoring.

We are legally prohibited from explaining details in some cases (“tipping-off” rule).

11. Changes to the Policy

We may update this KYC Policy to reflect new regulations or internal procedures. The latest version is always available on our website.

12. Contact Information

For compliance-related inquiries:
compliance@mexm.io

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