

FAQs – ADCB Securities Virtual Assets Trading Platform

1. How is ADCB Securities offering cryptocurrency trading?

ADCB Securities has introduced **Virtual Assets Trading and Custody Services** in collaboration with a licensed virtual assets service provider. The platform enables you to securely **buy, sell and hold** virtual assets.

2. Why am I not able to sign up?

You need to be an existing and active ADCB Securities customer.

3. I received the account activation email, but the set password link has expired. What should I do?

Visit our Virtual Assets Trading Platform, select 'Forgot Password', and follow the instructions to set a new password.

4. What cryptocurrencies can I invest in?

You can invest in major cryptocurrencies that are available on the platform, including options such as Bitcoin, Ethereum, Solana, and more.

5. Will my AED deposits and withdrawals reflect immediately?

Deposits and withdrawals are **processed instantly**.

6. Are there any charges on deposits or withdrawals?

There are **no charges** for deposits or withdrawals between your **ADCB account** and **Fuze Wallet**.

7. Which accounts can be used for deposits and withdrawals?

Only **AED accounts** are currently supported.

8. Can I withdraw my virtual assets cryptocurrencies?

Currently, **depositing or withdrawing virtual assets cryptocurrencies is not supported**. You can only **buy and sell** virtual assets cryptocurrencies on the platform.

9. Why was my order rejected?

Order rejections may occur due to issues with **connectivity, liquidity provider or platform**. If you face repeated rejections, please contact **ADCB securities customer support** at **600 50 3325**.

10. Can I close my Virtual Assets account?

Yes, you can. Please contact **ADCB securities customer support** at **600 50 3325** for assistance.

11. Who is Morpheus Technology (Fuze)?

Morpheus Technology (Fuze) is a **UAE-regulated broker-dealer**, licensed by the **Virtual Assets Regulatory Authority (VARA)**, providing virtual asset brokerage and custody services.