

Company Disclaimer & Disclosures

At Metra Core ("**Metra**", "**we**", "**us**", "**our**"), we are committed to providing our clients with comprehensive information about the material risks associated with the virtual assets. It is essential for our clients to have a clear understanding of these risks before engaging in virtual asset activities.

1. Disclaimer

- 1.1 The virtual assets, including but not limited to cryptocurrencies, may lose their value in part or in full. These assets are subject to extreme price volatility, which means their values can fluctuate significantly over short periods.

2. Risk Disclosure Statement

- 2.1 Metra believes in transparency and wants to ensure that our users are fully aware of the potential risks associated with virtual assets. It is essential for our clients to have a clear understanding of these risks before engaging in virtual asset activities. Please take note of the following key points:

(a) Value Volatility and Loss:

- (i) Volatility: Virtual assets can experience extreme price fluctuations, meaning they can rapidly increase or decrease in value.
- (ii) Potential Loss: There is a risk that virtual assets may lose their value in part or in full. Investors should be aware that their investments can decrease significantly or become worthless.

(b) Transferability and Irreversibility:

- (i) Transfer Limitations: Virtual assets may not always be transferable. There might be instances where transferring assets is restricted or not possible.
- (ii) Irreversible Transfers: Some virtual asset transfers are irreversible. Once a transaction is made, it cannot be undone, and any incorrect transfers may result in permanent loss of assets.

(c) Liquidity Concerns:

- (i) Liquidity Risk: Virtual assets may not always be liquid. This means that there might be limited opportunities to buy or sell these assets quickly without affecting their price.

(d) Privacy and Public Records:

- (i) Non-Private Transactions: Some transactions involving virtual assets are not private and may be publicly recorded on Distributed Ledger Technologies (DLTs), such as blockchain. This means that transaction details could be accessible to the public and could potentially compromise user privacy.

(e) Fraud, Manipulation, and Theft:

- (i) Fraud and Manipulation: Virtual assets may be subject to fraudulent schemes or manipulation, which can affect their value and integrity.
- (ii) Theft and Hacks: There is a risk of virtual assets being stolen through hacks or other targeted schemes. Unlike traditional assets, virtual assets may not benefit from legal protections or insurance coverage, making recovery difficult in case of theft. It's important to note that virtual assets may not benefit from the same legal protections as traditional assets, potentially leaving you with limited recourse in case of loss.

We strongly advise all clients to conduct thorough research and seek professional advice before engaging in virtual asset transactions. Understanding these material risks is crucial for making informed decisions and managing your exposure to potential financial losses.

3. Conflict of Interest Disclosure

- 3.1 Nature of Conflicts: Conflicts may arise due to relationships with other entities, financial interests, or providing services to multiple parties with differing interests.
- 3.2 Management of Conflicts: Policies and procedures identify, manage, and mitigate conflicts through assessments, training, and controls for fair decision-making.
- 3.3 Disclosure of Specific Conflicts: Actual or potential conflicts related to our activities are disclosed in a timely manner, including the nature, involved parties, and steps to manage them.
- 3.4 For more details, please refer to our Conflict of Interest Policy here [\[link\]](#).

4. Privacy Policy

- 4.1 We are committed to safeguarding personal data in compliance with applicable laws and regulations. Our Privacy Policy explains how we collect, use, share, and protect our clients' information and our clients' rights regarding their data. This applies to all interactions with our website and services, including data processed by third parties on our behalf.
- 4.2 For more details, please refer to our Privacy Policy here [\[link\]](#).

5. Anti-Bribery & Corruption (ABC) Policy

- 5.1 ABC Governance: We conduct business ethically and in compliance with applicable laws and regulations related to bribery and corruption.
- 5.2 ABC Guidelines and Tolerance: Zero-tolerance for bribery or corruption, direct or indirect. All staff must report suspected instances.
- 5.3 Consequences of Policy Breach: Breaches may result in disciplinary action and legal consequences.
- 5.4 Payments, Gifts, and Hospitality: Prohibitions include offering/accepting payments or valuables to gain a business advantage, facilitating payments, or retaliating against reporters.
- 5.5 For more details, please refer to our Anti-Bribery & Corruption Policy here [\[link\]](#).

6. Reporting Channels

- 6.1 We have established, maintained, and published on its website methods of contact, including but not limited to a telephone line, email address, or mailing address, for receiving reports of any violation or possible violation of any applicable laws and regulations relevant to anti-bribery and corruption by Metra, its Board, or staff on its behalf.
- 6.2 This may be done either in person or anonymously. The concerned individuals are :
 - (a) Line Manager; and/or
 - (b) Head of Human Resources
- 6.3 Metra's Email Address for Reporting: compliance@metra.ae
- 6.4 Metra's Mailing Address for Reporting: [Mail Us Here](#)
- 6.5 Metra's Contact Number for Reporting: 043987774

7. Complaint Handling Policy

- 7.1 At Metra, we are committed to handling all customer complaints related to trading virtual assets on our platform fairly and efficiently. The Complaints Handling Policy outlines our procedures to manage concerns efficiently and transparently. We strive to investigate all issues thoroughly, provide clear communication throughout the process, and implement appropriate solutions to maintain the highest standards of service and client satisfaction.

- 7.2 For more details, please refer to our Complaint Handling Policy here [\[link\]](#).
- 7.3 If you seek to make any complaints, you can write to the Company at [\[legal@metra.ae\]](mailto:legal@metra.ae).
- 7.4 As further detailed in the Complaint Handling Policy, Metra is committed to resolving client complaints promptly, fairly, and transparently. Complaints will be acknowledged within one (1) week and resolved within four (4) weeks, or, in exceptional cases, within eight (8) weeks, with status updates provided. Clients may submit complaints through multiple accessible channels, and no fees shall be charged for lodging or processing complaints.
- 7.5 We maintain clear procedures for investigating complaints, including those involving third-party service providers, and take appropriate action to remedy any recurring or systemic issues. A record of all complaints, actions taken, and outcomes is maintained in accordance with regulatory obligations. Our procedures are available on our website and designed to ensure fairness and accountability in every client interaction.

8. Whistleblowing Policy

- 8.1 Metra is committed to the highest standards of integrity, accountability and transparency by ensuring that they remain responsible to all employees and other stakeholders.
- 8.2 Reporting Mechanism: Metra encourages all employees and stakeholders to raise any concerns through the whistleblowing channels set out in **Metra's Whistleblowing Policy**. While individuals may choose to report anonymously, sharing contact information is recommended to support effective communication and enable a thorough investigation. Alternatively, concerns may also be submitted anonymously by emailing [\[support@metra.ae\]](mailto:support@metra.ae).
- 8.3 Protection for Whistleblowers: Metra maintains a zero-tolerance stance toward any form of retaliation against individuals who raise concerns in good faith. Any employee found engaging in retaliatory behaviour will be subject to disciplinary action, including termination of employment. The identities of whistleblowers will be treated as confidential, in accordance with applicable laws, and will be disclosed only on a strict need-to-know basis to facilitate the investigation.
- 8.4 Investigation Process: All reported concerns will be promptly and thoroughly reviewed by the designated whistleblowing team or authorised personnel. Metra is committed to ensuring that every investigation is carried out impartially, objectively, and within a reasonable timeframe. Where appropriate, the whistleblower will be informed of the investigation's outcome, taking into account the nature and complexity of the issue.
- 8.5 Non-Retaliation Assurance: Metra is committed to fostering an environment where individuals can raise concerns without fear of reprisal or adverse consequences. Any act of retaliation will be treated as a serious violation and may result in disciplinary action, including termination of employment. Metra encourages its employees, clients, and business partners to report any issues or misconduct that could impact the organisation's integrity or reputation.
- 8.6 For more details, please refer to our Whistleblowing Policy here [\[link\]](#).

9. Virtual Asset (VA) Standards

- 9.1 Security Measures
 - (a) Encryption for data and transactions.
 - (b) Two-Factor Authentication (2FA) for accounts.
 - (c) Cold storage for a significant portion of client assets.
- 9.2 AML / KYC Compliance
 - (a) Continuous transaction monitoring and suspicious activity reporting.
 - (b) Robust KYC procedures; Enhanced Due Diligence where appropriate.
- 9.3 Transaction Monitoring
 - (a) Real-time monitoring with automated alerts and escalation workflows.

9.4 Operational Policies

- (a) Internal controls, privacy policies, and incident response planning.

10. Responsible Individuals

- 10.1 Metra is regulated by the Dubai Virtual Assets Regulatory Authority. As per the regulatory requirements under Rule V.A.3 of VARA's Market Conduct Rulebook and Rule I.B.2 of VARA's Broker-Dealer Services Rulebook, Metra is required to make certain disclosures regarding its leadership.
- 10.2 The responsible individuals of Metra are as follows:
 - (a) Omar Gull, Chief Executive Officer
 - (b) Muyao Li, Compliance Officer/ Money Laundering Reporting Officer
- 10.3 Furthermore, we confirm that as of [24/11/2025], no members of the company's Board of Directors or Senior Management have been prosecuted or convicted before the courts of the United Arab Emirates or any other jurisdiction. We believe in upholding high standards of integrity, and this commitment is reflected in the pristine record of our leadership.

11. Pricing of Virtual Assets

- 11.1 We determine the prices of the virtual assets it quotes to clients based on current and prevailing prices from different sources, using factors including the supply and demand for the token, market volatility and liquidity, available inventory, order quantity and trader discretion. Additionally, any applicable fees are transparently disclosed to clients at the time of the transaction

12. Execution Practices

- 12.1 Metra is committed to ensuring that its practices for order routing and execution remain transparent, fair and client-oriented. We strive to ensure that orders are executed at the best available price and in accordance with the best standards. We adhere to all relevant regulatory requirements in this regard. We use Fuze and Aquanow as our liquidity providers
- 12.2 For more details, please refer to our Best Execution Practices here [\[link\]](#).

13. Clearing Services and Custody for Other VASPs

- 13.1 We do not hold or maintain funds or virtual assets, nor do we provide clearing services for other virtual asset service providers offering broker-dealer services.

14. Client Asset Protection

- 14.1 We employ robust measures to protect the ownership of client assets held by our firm. All virtual assets are stored using institutional-grade and independently certified custody technology to ensure maximum security. Additionally, we comply with relevant legal or regulatory frameworks governing the safeguarding of client assets against loss or theft and perform regular audits to verify the integrity of all holdings.

15. Referral and Introduction Arrangements

- 15.1 We do not, in the ordinary course of business, refer or introduce clients to other entities or virtual asset service providers. Should any such arrangement occur, it would be entirely ad hoc, with no formalised monetary or non-monetary benefit schemes in place.

16. Third-Party Custody and Maintenance of Virtual Assets

- 16.1 We use Hex Trust as a third-party custodian for the safekeeping of client virtual assets.

17. Material Risks of Virtual Assets

17.1 We advise all users to be aware of the following material risks associated with virtual assets:

- (a) **Loss of Value & Volatility:** Virtual assets may experience extreme price fluctuations and could lose their value partially or entirely.
- (b) **Transferability & Irreversibility:** Some virtual assets may not always be transferable, and transactions may be irreversible, leading to potential loss if errors occur.
- (c) **Liquidity Risks:** Virtual assets may not always be easily sold or converted into fiat or other assets due to market conditions.
- (d) **Privacy & Public Ledger Risks:** Certain virtual asset transactions are recorded on public DLTs, making them visible and traceable.
- (e) **Fraud & Security Risks:** Virtual assets are vulnerable to fraud, manipulation, hacking, and other cyber threats and may not be protected by legal protections.
- (f) **Technology Risks:** Loss of private keys or technical failures may result in permanent loss of the asset.

18. Virtual Assets Offered

18.1 As part of its broker-dealer operations, we currently support a broad range of virtual assets on our trading platform. These assets span across major, emerging, and niche tokens to ensure diverse trading opportunities for clients. Below is the list of virtual assets currently offered by us:

BTC	TRX	XLM	FTT	SLP	KP3R	POND	COTI	BETA	OP
NVA	BCH	CRV	MASK	BZZ	YGG	ACH	SQUID	OOKI	APT
ETH	BSV	ATOM	FLOW	OMG	RNDR	ALGO	BICO	PORTO	HBAR
USDT	ETC	SUSHI	YFI	CHR	MC	KEEP	REN	APE	STX
USDC	EOS	1INCH	MKR	YFII	ERN	VOXEL	REQ	GMT	MLXC
DAI	AXS	SOL	QNT	GALA	GHST	FLUX	PAXG	TON	TON
BNB	ALICE	O3	CLV	CHZ	ANT	ANKR	KNC	USTC	WLD
BUSD	HT	PAX	WOO	IOTX	TVK	CVC	ONT	LUNC	
ADA	HUSD	XCH	DODO	TLM	PYR	SOFI	ONG	LUNA	
XRP	OKB	CRO	BTT	CHESS	DAR	VET	JASMY	SANTO S	
DOT	MDX	COMP	TIKT	QI	SFP	VTHO	VRA	JUV	
UNI	AVAX	SNX	XTZ	CELR	THETA	SUN	IMX	PSG	
DOGE	DYDX	AGLD	FTM	SAND	TFUEL	DUSK	ARPA	ID	
SHIB	MBOX	FIL	EGLD	PLA	SXP	PEOPLE	OXT	ARB	

BTC	TRX	XLM	FTT	SLP	KP3R	POND	COTI	BETA	OP
LINK	AAVE	HOT	IOTA	DEGO	ENS	POWR	WIN	SUI	
XMR	FRONT	MATIC	KSM	LRC	HIGH	LTO	KEY	OG	
QTUM	CAKE	SRM	NFT	BNX	CFX	JST	DENT	VGX	
LTC	CVP	NEAR	BAT	RARE	FOR	GRT	LOOKS	RDNT	
ICP	DASH	MANA	ENJ	PEPE	C98	SPELL	API3	CTSI	

Name	Sym bol	Date of Issuanc e	Market Cap (USD)	Fully Diluted Value (USD)	Circulating Supply	% of Max Supply
Bitcoin	BTC	January 3, 2009	\$2.46 T (approx)	\$2.46 T (assuming 21 million max)	19,931,834 BTC (≈19.93 M)	94.9 % (of 21 M)
Ethereu m	ETH	July 30, 2015	\$563.8 B (using circulating supply) (Blockworks)	~ \$563.8 B (no additional issuance) (Blockworks)	120.70 million ETH	100 % (no hard cap)
BNB	BNB	2017	\$181.0 B (via CoinMarketCa p) (CoinMarketCap)	(Not well defined — max supply not fixed)	139,183,472 BNB	(no fixed cap)
Solana	SOL	2020	\$128.35 B (circulating)	~ \$133.65 B (fully diluted)	546,085,589 SOL	89.3 % (546M of 611M)
XRP	XRP	2012	\$178.35 B (circulating)	~ \$297.85 B (if 100 B max)	59.87 billion XRP	59.9 % (of 100 B)

Notes & caveats

- For Ethereum (ETH), there is no fixed “max supply” in protocol; the current circulating supply is treated as the “effective” total supply. (Blockworks)
- For BNB, the max supply is not strictly capped in a conventional sense, so fully diluted valuation is less meaningful. (CoinMarketCap)
- The “% of Max Supply” column is only meaningful when a max (or hard cap) exists for coins without a cap (or with dynamic issuance).
- All values are approximate and depend on real-time price and supply data; they may change with market movements or protocol changes.