

Insurance FAQs

Are my assets protected?

Yes. Assets held in your GBX and/or DAX account are protected against theft and/or criminal damage via our insurance policy.

Whom are my assets protected against?

Assets are protected against theft and/criminal damage by any employee of GBX or by any **third party**, or by any GBX **employee** acting in collusion with any third party. A third party is any party who does **not** hold an account on GBX.

How will I be reimbursed?

If your assets are stolen (subject to the terms and limits of our insurance policy) **GBX will reimburse you for the GBP equivalent of the total amount of stolen assets at the rate of exchange at the close of business on the date such loss is discovered by you or by GBX (whichever is earlier).**

Does protection extend to both hot and cold storage?

Yes. The intention of our insurance policy is to cover client assets held by GBX within both hot and cold storage.

Who is protected under GBX's Insurance Policy?

GBX's insurance policy applies to GBX Clients only. A client is any customer who holds an account with GBX. Clients include individual and corporate account holders.

What are my assets protected against?

We will reimburse you for loss of assets held by GBX resulting from theft and/or criminal damage. **The security of your account is your responsibility and GBX will only protect those assets stolen as a result of a breach of security on our part; you are solely responsible for the security of your account credentials and we will not reimburse you for loss of assets arising from the unauthorised access of such credentials by a third party resulting from your negligence.**

What type of assets are protected under GBX's insurance policy?

We will reimburse you for theft of money, tangible securities, property or funds. This includes fiat, cryptocurrency and/or tokens.

Will my assets stored outside of the DAX be protected?

No. Only funds held by GBX are protected under our insurance policy. We will only reimburse you for those assets for which we are legally liable. If your assets are not held by GBX you will not be reimbursed for the loss of those assets.

Does GBX's insurance policy protect client assets against the risk of GBX's insolvency?

No. In the unlikely event that GBX were to become insolvent, we cannot guarantee that your assets will be protected from potential claims by GBX's creditors.

Will my assets always be protected?

Your assets in your GBX account will be protected provided you have complied with GBX's User Terms and Conditions as amended from time to time. If we discover that you have breached and/or are in breach of such conditions your assets will not be protected under our insurance policy.