

# Delisting Policy

Last Updated: November 29, 2025

## General Provisions

This Delisting Policy (hereinafter also referred to as the "Policy") defines a wide framework of procedures, criteria and consequences of Digital asset delisting on the Vexel Platform, operated by 3-102-950104 SOCIEDAD DE RESPONSABILIDAD LIMITADA, a company registered in the Republic of Costa Rica on November 27, 2025, with corporate identification number 3-102-950104, having its registered address at Province 01 San José, County 15 Montes de Oca, District One of San Pedro, Los Yoses, Avenues Eight and Ten, Street Thirty-Nine, LY Center (hereinafter referred to as "Vexel", "us", "our" or "we"). This Policy aims to ensure a high standard of security and safety for both Vexel and users by offering a clear and transparent delisting procedure.

Vexel is a digital asset platform that provides cryptocurrency storage, remittance, exchange, and futures trading services. These services are delivered online through various information systems, including but not limited to the [Vexel.com](https://vexel.com) website, its subdomains, graphical interfaces, mobile applications (for iOS and Android), APIs, social media integrations, and any other systems we may designate (collectively, the "Website").

We reserve the right to modify this Policy at any time at our sole discretion. Changes become effective immediately upon publication on the Platform.

For inquiries regarding this Policy or the delisting procedure, please contact us at: [support@vexel.com](mailto:support@vexel.com). All communications with Vexel must be in English.

## Definitions

To avoid ambiguity and other misunderstandings in the interpretation of the text of these Terms, the following terms shall have the meanings defined below:

- a. **Cryptocurrency** – means a cryptographically secured digital representation of value or contractual rights that uses distributed ledger technology and can be transferred, stored, or traded electronically.
- b. **Digital asset (Virtual asset)** – means encrypted or digital tokens or cryptocurrencies with certain values that are based on distributed ledger and cryptography technologies and are issued and managed in a decentralised form.
- c. **Listing Company** – means the company/organisation that develops and issues the Digital asset.

- d. **Terms and Conditions** – means the binding agreement between the User and Vexel governing the use of the Platform, which establishes the rights and obligations of both parties. The Terms and Conditions are available on our website. For the purposes of this Policy, unless otherwise specified, all capitalized terms shall have the meanings ascribed to them in our Terms and Conditions.
- e. **User** – means an individual or legal entity accepted (verified and admitted) by us as a User, to whom access to the Platform is provided by Terms and Conditions.

## **Delisting Procedure**

Vexel prioritizes its reputation and User security. To maintain these standards, we conduct regular reviews of all listed Digital Assets. If we determine that a Digital Asset no longer meets our listing criteria or poses a material risk to Users due to significant changes within the industry, Vexel may decide to delist such Digital Asset at its sole discretion. We consider this essential to protect all Users.

Vexel reserves the right to delist any Digital Asset from the Platform for any reason, with fourteen (14) days' prior notice to the relevant Listing Company and affected Users. However, in exceptional circumstances, Vexel may delist a Digital Asset immediately at its sole discretion.

When a reason for delisting is identified, we will notify Users via email, social media, or the Platform's notification system. Users are responsible for regularly checking for updates on Digital asset delistings.

## **Delisting Criteria**

When considering the delisting of a Digital asset from the Platform, we evaluate a range of factors:

- a. **Low Trading Activity:** Digital assets with consistently low trading volumes over a specified period.
- b. **Security Concerns:** Digital assets associated with security vulnerabilities, exploits, or breaches.
- c. **Legal and Regulatory Compliance:** Digital assets that fail to comply with applicable laws, regulations, or licensing requirements.
- d. **Project Abandonment:** Digital assets where the Listing Company has ceased active development and support.
- e. **Market Manipulation:** Digital assets involved in fraudulent or manipulative activities.
- f. **Poor Reputation:** Digital assets with a poor reputation due to unethical behavior or misconduct.

- g. Technological Obsolescence: Digital assets using outdated or insecure technology.
- h. Failure to Meet Vexel's Requirements: Digital assets that fail to comply with the listing standards or other requirements established by Vexel.
- i. Regulatory Issues: Delisting of Digital assets due to regulatory requirements or changes in the regulatory landscape.
- j. Project Bankruptcy: Delisting of Digital assets if the issuing entity is declared bankrupt or is suspected to be bankrupt.
- k. Voluntary Delisting: The Listing Company can request the delisting of their Digital asset by sending an email to the website from the official email address. The request should include detailed reasons for the voluntary delisting.

Vexel reserves the right to remove any Digital Asset from the Platform for various reasons, including but not limited to:

- a. Failure to Provide Required Information: Refusal or failure to provide the necessary information, reports, or data as requested.
- b. Development Quality: Insufficient quality in the development aspects of the Digital asset.
- c. Breach of Public Trust: Violation of public trust by the Listing Company and its key management personnel.
- d. Criminal Conviction: Conviction of the Listing Company, its affiliates, directors, or key management personnel for a criminal offense involving moral turpitude.
- e. Fraud or Unethical Behavior: Engaging in fraudulent or unethical behavior by the Listing Company and its key management personnel.
- f. Breach of Terms and Conditions: Violation of Terms and Conditions by the Listing Company.
- g. Loss of Community Confidence: Decrease in the community's trust or confidence in the Digital asset.
- h. Liquidity or Technological Issues: Problems related to liquidity or technological challenges faced by the Digital asset.
- i. Adverse Public Image: Negative perception or reputation of the Digital asset among the general public.
- j. Changes in Applicable Laws: Adverse changes in laws applicable to the Listing Company and Digital asset jurisdiction.
- k. Legal and Regulatory Risks: High legal risk associated with the legal nature of the Digital asset, or risks related to anti-money laundering and counter-terrorism financing.
- l. Material Adverse Information: Significant negative information about the Digital asset and Listing Company.
- m. Business Viability Risk: Risk of reducing the commercial viability of the Listing Company.
- n. Lack of Listing Company Support: Absence of support from the Listing Company of the Cryptocurrency.
- o. Poor Blockchain Implementation: Substandard implementation of Cryptocurrency

blockchain software.

- p. Lack of Market Demand: Absence of market demand for the Digital asset.
- q. Listing Company Bad Reputation: Negative reputation of the Digital asset Listing Company.
- r. Regulatory Standards Compliance: Failure to comply with new regulatory standards.
- s. User Complaints: Complaints lodged by Digital asset Users.
- t. Other Reasons Affecting Integrity: Identification of other factors that impact the integrity, reputation, and standing of the Platform.

## **Consequences of delisting the Digital assets**

Our goal with all delistings is to minimize inconvenience for Users. Therefore, we make every effort to notify Users in advance whenever possible.

We will halt the deposit option for the delisted Digital asset on the Platform immediately following the delisting notification. The trading option for the Digital asset will be disabled after a fourteen (14) day period from the delisting notification.

Users are required to withdraw or exchange their delisted Digital assets within fourteen (14) days of receiving the delisting notification. Failure to do so will result in the forced closure of accounts holding the delisted Digital asset. We reserve the right to close accounts without the possibility of withdrawal or exchange at its sole discretion after the fourteen (14) day notice period.

The fourteen (14) day withdrawal or exchange period may be suspended in cases of force majeure, including events beyond Voxel's control that prevent transaction processing, such as blockchain network failure or non-functioning digital asset wallets.

## **Limitation of liability**

We accept no responsibility for the delisting of Digital assets from the Platform. We are not liable for any damages, loss of profit, loss of revenue, loss of opportunity, loss of data, or indirect or consequential loss arising from such delisting.

To the extent permitted by applicable law, Voxel disclaims liability for any damages, loss of profit, loss of revenue, loss of opportunity, loss of data, or indirect or consequential losses. Cryptocurrency trading involves substantial risks. For detailed information about these risks, please refer to our Terms and Conditions.