



Co. reg. no. 2024 / 767035 / 07

# Public Disclosure Document



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## **1. INTRODUCTION**

Crypto Journey (Pty) Ltd. is an independent category 1 Financial Services Provider registered with the Financial Sector Conduct Authority as an authorized financial services provider in South Africa.

Our approach is grounded in an activities-based regulatory framework. We firmly adhere to the principle that equivalent activities presenting similar risks should be subject to consistent regulatory treatment. This perspective guides our interactions with regulatory bodies and informs our compliance strategies. We believe that maintaining this principle is crucial for ensuring a level playing field, promoting fair competition, and safeguarding the integrity of the financial system. By aligning our practices with this fundamental concept, we aim to contribute to a robust and equitable regulatory environment that fosters innovation while adequately addressing potential risks across all sectors of the financial industry.

### **a. VISION AND MISSION**

#### **- Vision**

To be the leading provider of innovative, transparent, and compliant advisory and intermediary services in the evolving financial landscape, setting the standard for regulatory alignment and client-centric practices in the brokerage industry.

#### **- Our mission is to:**

1. Deliver exceptional advisory and intermediary services that empower our clients to make informed financial decisions in a complex market environment.
2. Maintain unwavering commitment to regulatory compliance and best practices, ensuring that our activities are consistently aligned with the principle of 'same activity, same risk, same regulations'.
3. Foster a culture of innovation that anticipates and adapts to changes in the financial industry while maintaining the highest standards of risk management and ethical conduct.
4. Contribute to the development of a fair and robust regulatory framework by actively engaging with regulatory bodies and industry stakeholders.
5. Invest in our team's expertise and technological capabilities to provide cutting-edge solutions that meet the evolving needs of our clients.
6. Promote financial literacy and transparency, helping our clients navigate the complexities of the market with confidence.
7. Strive for operational excellence in all our activities, ensuring efficiency, security, and reliability in our services.



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By fulfilling this mission, we aim to create lasting value for our clients, contribute to the stability and integrity of the financial system, and establish ourselves as a trusted partner in the brokerage industry.

- **Executive Summary**

Crypto Journey is a forward-thinking brokerage firm specializing in advisory and intermediary services. Our vision is to become the industry leader in providing innovative, transparent, and compliant financial solutions. We are committed to upholding the principle of 'same activity, same risk, same regulations' across all our operations.

• *Our mission focuses on seven key areas:*

1. Delivering exceptional client-centric services
2. Ensuring strict regulatory compliance
3. Fostering innovation while managing risks
4. Engaging with regulatory bodies to shape industry standards
5. Continuously enhancing our team's expertise and technological capabilities
6. Promoting financial literacy and transparency
7. Striving for operational excellence

By adhering to these principles, we aim to create significant value for our clients, contribute to the stability of the financial system, and establish ourselves as a trusted industry leader. Our approach balances innovation with responsible practices, ensuring we meet the evolving needs of our clients while maintaining the highest standards of regulatory compliance and risk management.

This strategy positions us to thrive in the dynamic financial landscape, delivering superior services while actively contributing to the development of a robust and equitable regulatory environment.



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## **2. NATURE OF SERVICES AND PRODUCTS**

We provide the following services:

We are currently licensed to provide financial advice and intermediary services in the following products and services regarding:

- Long-term insurance A,B1,B2,B2-A,B1-A,C
- Short-term insurance Personal and Commercial lines
- Retail Pension Benefits
- Pension Fund Benefits
- Shares
- Participatory Interest in Collective Investment Schemes
- Long- and short-term deposits
- Derivates
- \*Crypto (when license granted)

\* Cryptocurrency investment advice

- Intermediary services for cryptocurrency trading/traders
- Educational resources on blockchain and cryptocurrency
- Helping with all KYC of client

**IMPORTANT:** Crypto Journey only provides advisory and intermediary services. We do not receive, hold, or manage client funds or cryptocurrencies directly through the FSP.

*Our advisory and intermediary services cover a range of financial services (above list) which soon will be covering Crypto assets all in Crypto Journey (Pty) LTD.*

## **3. RISKS OF ANY ASSETS FOR CLIENT**

### **1) Market Risk**

- a. Price Fluctuations: Changes in stock prices, interest rates, and commodity prices can affect the value of investments held by clients and the firm.
- b. Volatility: High market volatility can lead to significant gains or losses in a short period, impacting client portfolios and firm revenues.

### **2) Credit Risk**

- a. Client Defaults: Risk of clients failing to meet their margin or loan obligations.
- b. Counterparty Risk: Risk that counterparties in trading or other financial transactions may default on their obligations.



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**3) Operational Risk**

- a. System Failures: Technical glitches, software bugs, or cyber-attacks that disrupt trading platforms or data integrity.
- b. Process Errors: Human errors, such as incorrect data entry, order execution mistakes, or settlement failures.

**4) Regulatory and Compliance Risk**

- a. Regulatory Changes: New or changing regulations can impact business operations and require significant adjustments.
- b. Non-Compliance: Failure to comply with regulations can lead to fines, sanctions, and damage to reputation.

**5) Legal Risk**

- a. Litigation: Legal actions from clients, regulators, or other entities can result in financial losses and reputational damage.
- b. Contractual Disputes: Issues arising from the terms and conditions of agreements with clients or other parties.

**6) Reputation Risk**

- a. Negative Publicity: Bad press due to scandals, poor service, or regulatory issues can deter clients and investors.
- b. Client Dissatisfaction: Poor customer service or mismanagement of client funds can lead to loss of business and damage to reputation.

**7) Liquidity Risk**

- a. Funding Issues: Clients has the inability to meet short-term financial obligations due to insufficient liquid assets.
- b. Market Liquidity: Difficulty in executing large orders without significantly affecting market prices.

**8) Strategic Risk**

- a. Poor Business Decisions: Ineffective business strategies or failure to adapt to market changes can result in financial losses.
- b. Competitive Pressure: Intense competition can erode market share and profitability.

**9) Cybersecurity Risk**

- a. Data Breaches: Unauthorized access to sensitive client information can result in financial and reputational damage.
- b. Cyber Attacks: Threats such as hacking, phishing, and ransomware can disrupt operations and compromise data security.

**10) Technology Risk**

- a. Technological Advancements: Failure to keep up with technological advancements can render systems obsolete and affect competitiveness.
- b. Integration Issues: Problems integrating new technologies with existing systems can lead to disruptions and inefficiencies.



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**11) Interest Rate Risk**

- a. Rate Changes: Fluctuations in interest rates can affect investment returns and borrowing costs.

**12) Foreign Exchange Risk**

- a. Currency Fluctuations: Changes in exchange rates can affect the value of international investments and operations.

**13) Environmental and Social Risk**

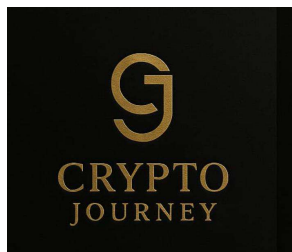
- a. Sustainability Issues: Failing to adhere to environmental and social governance (ESG) standards can impact reputation and attract regulatory scrutiny.
- b. Social Unrest: Political instability or social movements can affect market conditions and client behaviour.

**14) Pandemic/Epidemic Risk**

- a. Health Crises: Outbreaks can disrupt operations, impact market conditions, and change client investment behaviours.

**4. BENEFITS**

- **Convenience:** This can be especially beneficial for investors who live in remote areas or who travel frequently. Additionally, brokerages typically have user-friendly interfaces that make it easy for investors to navigate and make trades with educated decision making.
- **Access to real-time market data:** Crypto Journey provide investors with real-time market data, including stock prices, trading volumes, and other key metrics. This allows investors to make informed decisions about when to buy and sell stocks. Real-time market data can help investors to identify trends and patterns that can indicate when a stock is likely to rise or fall in value. This can be especially useful for short-term traders who need to make quick decisions based on market conditions. Additionally, our brokerage typically offer a wide range of charts and other visual aids that can help investors with the needed education to make a inform decision.
- **Low costs:** This makes Crypto Journey a cost-effective option for investors, especially those who make frequent trades. For example, brokerages charge a flat fee per trade or a small percentage of the trade value, while traditional stockbrokers often charge a commission based on the total value of the trade.
- **Wide range of investment options:** This allows investors to diversify their portfolios and manage risk more effectively. Diversifying investments helps investors to spread out the risk and reduces the chances of losing all the investments in case of any market fluctuations. This can be especially beneficial for long-term investors who want to build a portfolio that is well-balanced and capable of weathering market downturns.
- **Easy to use:** Crypto Journey are user-friendly and easy to navigate. This makes them accessible to novice investors who may not have a lot of experience with financial markets.



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- **Educational resources:** Crypto Journey provide a wealth of educational resources, including market research, tutorials, and educational videos. This can help investors to improve their knowledge and skills in diversifying their portfolios.
- **Flexibility:** Crypto Journey provide investors with the flexibility to trade whenever they want, regardless of the time of day or location. This allows investors to take advantage of market opportunities as they arise.
- **Automated trading:** Crypto Journey offer automated trading tools that can help investors to make trades based on pre-set conditions. This can be useful for investors who want to take advantage of market trends but do not have the time to monitor the market constantly.
- **Advanced trading tools:** Crypto Journey offer advanced trading tools, such as charting tools, technical indicators, and back-testing tools. These tools can help investors to analyze market trends and make more informed portfolio decisions.
- **Community Features:** Crypto Journey will have built-in community features, such as forums or chat rooms – like Telegram groups where investors can share ideas and insights with one another. This can be a great way to learn from more experienced traders and stay up-to-date on the latest market trends.

**In conclusion,** Crypto Journey provide a convenient, cost-effective, and user-friendly way for investors to buy and sell the financial markets. They offer a wide range of investment options, real-time market data, and educational resources that can help investors to improve their knowledge and skills.

## **6. CHARGES AND COMMISSIONS**

Our services are fee-based. We do not charge clients directly for our advisory and intermediary services. Instead, we receive commissions and/or fees from our exchange partners based on the trading activity of clients we introduce to their platform of an authorized ODP that is partnering with Crypto Journey.

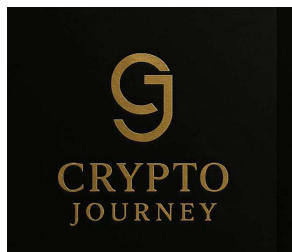
This can however only be discovered once we have the license to establish the relationship with the exchanges.

**\*\*All fees and commissions will be fully disclosed to clients before any transactions are made.**

## **7. REGULATORY STATUS**

Credence is authorized and regulated by the Financial Sector Conduct Authority (FSCA) under FSP number 53882. We are licensed to provide advisory and intermediary services.

Regulatory frameworks governing cryptocurrencies vary significantly across jurisdictions and are subject to rapid evolution. Changes in regulations or government policies may adversely affect the legality, use, and value of



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cryptocurrencies. Investors should stay informed about regulatory developments and consider the potential impact on their investments.

## **8. TRADING PLATFORM AND BROKERAGE SERVICES**

While we facilitate access to cryptocurrency trading, all actual trades are executed through our partner platform, which is an authorized by the FSCA. The partner holds all required licenses from the FSCA to operate as an exchange (the partner can only be discussed further, once Crypto Journey is authorized in Crypto assets as sub-category).

## **9. CLIENT FUNDS AND ASSETS**

Crypto Journey does not receive, hold, or manage client funds or cryptocurrencies. All client assets are held directly by the client or by Exchange partner.

## **10. CONFLICT OF INTEREST**

We may have a potential conflict of interest as we receive commissions from our exchange partner based on client trading activity. We manage this by:

- Fully disclosing our fee structure once the partner has been established (once license is/was granted)
- Providing objective advice based on client needs
- Regularly reviewing our recommendations for appropriateness

## **11. REPORTING PROCEDURE**

Certainly. Here's a revised version of the in-depth reporting procedures for a VASP/crypto brokerage providing advisory and intermediary services in South Africa, without including any FSCA licensing steps:

### 11.1. Financial Reports

#### a) Annual Financial Statements:

- Prepare independent financial statements in accordance with FSCA requirements.
- Include detailed income statement, balance sheet, and cash flow statement

#### b) Quarterly Financial Reports:

- Prepare management statements.
- Include management accounts and key performance indicators





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#### 11.2 Compliance Reports

- Annual Compliance Report from independent compliance company
- Detail adherence to internal policies and industry best practices
- Provide summary of any compliance breaches and remedial actions

#### 11.3 FICA Reports: independent “client scanner system”

- Using an online program for fic due-diligence on clients
- Provide regular updates on KYC and CDD procedures
- Report on ongoing monitoring of client transactions

#### 11.4 Risk Management Reports

##### a) Quarterly Risk Assessment:

- Evaluate and report on market, operational conditions of the business
- Report on risk mitigation strategies and their effectiveness

##### b) Incident Reports:

- Document any significant operational incidents or breaches
- Provide detailed analysis of root causes and corrective actions
- Follow up with reports on implementation of preventive measures

##### c) Client Complaint Register:

- Maintain and review regular reports on client complaints
- Detail resolution processes and outcomes
- Analyse trends in complaints for systemic issues

#### 11.5 Training and Competency Reports

##### a) Staff Training Logs:

- Report on completion of mandatory compliance and AML training
- Detail ongoing professional development activities
- Provide assessments of staff competency in crypto-related matters

##### b) Key/Executive management Reports:

- Document any changes in key person in management
- Provide evidence of qualifications for new hires
- Report on succession planning for critical roles



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#### 11.6 Additional Reports

a) Material Changes:

- Document any material changes to business model or operations
- Provide impact assessments and risk analyses for significant changes
- Update policies and procedures as required

b) Regulatory Engagement:

- Maintain records of all regulatory communications
- Prepare responses to any regulatory inquiries
- Document outcomes of any regulatory interactions

*This reporting framework ensures internal transparency, regulatory compliance, and effective risk management for Crypto Journey operating in South Africa. It focuses on maintaining high standards of operation and client protection.*

## **12. COMPLAINTS PROCEDURE**

We strive for excellence and if we fall short, we would like to know about it. If you have any complaints about our service, please contact our Compliance Officer. We aim to resolve all complaints within 14 business days.

## **14. PRIVACY AND DATA PROTECTION**

We are committed to protecting your personal information. Our detailed privacy policy is available upon request.

## **15. DISCLAIMER**

While we strive to provide accurate and up-to-date information, cryptocurrency and trading markets are highly volatile and unpredictable. Our advice is based on our professional judgment but does not guarantee any specific outcomes or returns.

## **16. SUITABILITY ASSESSMENT**

Before providing our services, we conduct a comprehensive suitability assessment to ensure our services align with your financial situation, risk tolerance, and investment objectives. This assessment includes:

- Evaluation of your crypto knowledge and experience
- Assessment of your financial capacity



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- Review of your investment goals and risk tolerance

#### **17. ONGOING EDUCATION AND SUPPORT**

We provide ongoing educational resources and support to help you stay informed about the cryptocurrency market and make educated investment decisions.

#### **18. CHANGES TO THIS DISCLOSURE**

We may update this disclosure document from time to time. The latest version will always be available on our website or upon request.

*This updated document now includes all the requested information, emphasizing that Crypto Journey “the FSP” only provides advisory and intermediary services, does not handle client funds directly, and works with an authorized ODP or exchange for any executing trades. It also highlights the commission structure and the licensing of the trading platform partner.*

*By engaging our services, you acknowledge that you have read, understood, and agree to the terms outlined in this disclosure document.*

This policy is approved by Crypto Journey's executive team and will be reviewed annually.

Effective Date: 05 November 2025

Last Reviewed: 05 November 2025

Kind Regards,

**Chris Coetzee**  
Key individual