



## LOST KEY COVER

### SECURE CRYPTOCURRENCY KEY STORAGE AND RECOVERY FOR BUSINESS

We guarantee you won't lose access to your funds.



#### Eradicate the risk of losing your cryptocurrency assets.

Founded in 2018, Coincover is the leader in delivering security and assurance in cryptocurrency for individual investors, fund managers, professional traders and corporate customers.

When your business is actively using and investing in cryptocurrency, you need to maintain significant balances in hot wallets outside of cold storage. Managing your wallets yourself exposes you to the risk of permanently losing access to funds if your private keys are lost or corrupted.

Coincover has partnered with BitGo, market leader in corporate-grade multi-signature wallets, to protect your cryptocurrency assets. Our Lost Key Cover guarantees you will never lose access to your funds.

Coincover is regulated by the UK Financial Conduct Authority and backed by A-rated Lloyds of London insurers.

With Lost Key Cover you can focus on the commercial opportunities that crypto assets present for your business without worrying about losing access to your funds.

#### Lost Key Cover brings you a unique combination of features and services to protect your business assets:

- **24/7 wallet monitor:** Recover the funds in your wallet if you lose your private key.
- **Secure key storage:** Private backup keys are held in offline vaults.
- **Direct ownership:** Maintain full control of your crypto assets, passcodes and private keys.
- **Fast recovery:** 24x7x365 support with quick recovery turn-around.
- **Expedited recovery options:** a range of recovery service levels to meet your needs and ensure minimal disruption.
- **Unlimited wallets:** Automatically add new wallets as you create them.
- **Rigorous ID verification:** Strong protection against identity fraud.
- **Cover for most major coins:** Protect 200+ coins and tokens – whatever you hold with BitGo.
- **Flexible payment options:** Pay in Bitcoin, Ethereum or fiat currencies.
- **Fast onboarding:** Be operational in 5 to 7 business days, including account setup, activation, and asset transfer.

## Flexible loss protection that works for your business.

### Access guaranteed

Business continuity depends on safe and secure access to funds. With Coincover we guarantee access to your funds.

### Maintain control

Too often, you are forced to choose between handing over control to a third party and worrying about the security of your business back ups.

### Protect multiple wallets

With Coincover you have access to your cryptocurrency at all times while knowing your funds are always protected.

## How Lost Key Cover Works

Protect your funds with multi-signature 3-key management and a backup key held securely offline.

Lost Key Cover is built on multi-signature (multi-sig) wallet technology. Multi-sig wallets require two or more private keys before the funds can be released.

BitGo multi-sig wallets have three private keys: one held by you, one held by BitGo and one held on your behalf by Coincover. Two signatures are required on every transaction on a BitGo wallet and typically this is done by you and BitGo. But should you lose access, our dedicated team is waiting to help recover your funds as quickly as possible.



### Customer Key

Generated and stored by customer and used to **initiate** all interactions



### BitGo Key

Generated and stored by BitGo and used to **co-sign** all transactions only after policy controls have been met



### Coincover Backup Key

Generated offline, stored by Coincover in a secure offline environment and used for **emergency recovery**

## Secure key storage

When you create a new wallet with BitGo and select Coincover to hold your back up key, BitGo requests a key pair from us for your new wallet. We send BitGo the public portion of the key which is allocated to your new wallet.

The private backup key is stored offline with zero network exposure. It is fully encrypted, sharded using Multi-Party-Computation (MPC) and held in grade A free-standing six-sided vaults in multiple geographically dispersed locations in the United Kingdom.

Each vault is protected by multi-party access control with a minimum of three Coincover personnel in attendance for every recovery and verification.

## Recovery Process

Our first priority is the security of your funds. All recoveries require full authorisation from an agreed list of named individuals from your organisation before any request is started. To ensure total transparency, we will keep all named individuals informed on progress and notify them as soon as your funds have been recovered.



Contact us immediately to report the loss of access



Your ID is verified and ownership of the wallet confirmed



You create a new wallet to hold the recovered funds



We securely sign the transaction to recover funds



Wallet provider securely counter-signs and your funds are then transferred to your new wallet



We confirm the funds have been recovered to your new wallet

## Our recovery requirements

Our standard recovery process requires independent approval from at least one further named individual from the company in addition to the primary contact.

All named individuals must be on the Access Control List (ACL) approved by all parties and provide personal information such as a copy of their passport and proof of employment in your company. In addition, all named individuals must have a BitGo account and a Coincover account and have completed the Know Your Customer ID checks.

## Service Levels

We can offer standard service levels or custom ones to suit your needs. Our security experts will work with you to understand your requirements and recommend the appropriate service levels your business. We will arrange a call to understand your goals and operations quickly. We aim for a fast turn around and businesses are typically on cover within 5 to 7 business days and in less time if you are already a BitGo customer.

### Our standard service levels include:

- 24x7x365 support from our UK call centre
- Secure key storage for unlimited wallets
- Fund recovery for up to 24 wallets per calendar year
- Fund recovery within 7 days of verification

## Pricing

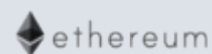
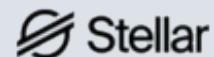
Lost Key Cover starts at just £99 (exc. VAT) per calendar month.

Enhanced service levels with more recoveries per year and expedited recovery times are available.

### How many wallets can be protected together?

You can protect all of your wallets provided they were created with our approved service provider BitGo and you selected Coincover as the back up key holder. Lost Key Cover protects all your wallets individually and collectively.

## The cryptocurrencies we protect



We also currently support 200+ ERC20 standard tokens.

**The Coincover team has experience securing keys for armed forces, police and governments, and we use this experience to define our security procedures for private keys.**

For more information contact [info@coincover.com](mailto:info@coincover.com) or visit [coincover.com/business](https://coincover.com/business).



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