UPGRADE TO S.T.A.R. STORAGE

If you encounter any problems while following this procedure, please contact us for assistance at support@silverbullion.com.sg or call us at +656100-3040, +1186977458 (US callers), +441146977458 (US callers), +441146977458 (US callers), +441146977458 (US callers), +441146977458 (US callers), +61480097458 (AU callers).

- 1. What is the benefit of upgrading to S.T.A.R. Storage?
- 2. How to Upgrade a PERSONAL ACCOUNT to S.T.A.R. Storage?
- 3. How to Upgrade a JOINT ACCOUNT to S.T.A.R. Storage?
- 4. How to Upgrade a BUSINESS/COMPANY ACCOUNT to S.T.A.R. Storage?
- 5. How to Upgrade a TRUST ACCOUNT to S.T.A.R. Storage?
- 6. How to Upgrade an IRA OR SUPERANNUATION ACCOUNT to S.T.A.R. Storage?
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- 8. How will I know my verification status?
- 9. How safe is my personal information from disclosure to other parties?
- 10. Do I need to upgrade to S.T.A.R. Storage before I pre-fund my Silver Bullion Account?
- 11. Will you ask me for similar documentation in the future?

WHAT IS THE BENEFIT OF UPGRADING TO S.T.A.R. STORAGE?

Certain products and services offered by us may only be available to verified accounts for legal and regulatory reasons. As a regulated precious metals dealer in Singapore, Silver Bullion is obliged by law to verify the identity of its customers, sometimes called "Know Your Customer" or KYC for short.

Verified accounts are required for services such as insured bullion storage, Gold Savings Account, secured lending and borrowing, and payment in cryptocurrencies. These services are only available to accounts that have undergone identity and residency checks and have been upgraded to a "S.T.A.R. Storage Account".

PERSONAL ACCOUNT S.T.A.R. STORAGE UPGRADE

THE STEPS:

Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go HERE to Sign-Up.

Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

Silver Bullion Truly Secure Your W	/ealth ¹⁰⁰¹		Your Cart 0 🖾 Inbox 🧕 joendoe Mr. John Doe
	ACCOUNT MENU Apply for a S.T.A.R. Storage account Order History Cash & P2P Balances Account Details	STATUS Tier 1 points earned: 0	USER SETTINGS User Profile Two Factor Authentication Change Password Create New Account
	G	 Next tier at 3000 points About points and discount tiers Silver Bullion 	LOG OUT Best P2P Loan Rates (p.a.)

Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

me	Precious Metals 👻	Electric Vehicle Metals	Storage -	Testing -	P2P Loans +	Resources -	About l
	ACCOUNT DETAILS						
	Salutation Firs	tName	LastNa	те			
	Mr. V Jo	hn	Doe				
	Gender/Sex*	Passport No*	Passport Expiry*	Date	of Birth*		
	Male	v 123456789	2029-12-31	197	0-01-01		
	Occupation/Job*	Industry*		Citizenship			
	C-Suite Officer	✓ Agriculture	~	United States	~		
	Country of Residence				_		
	Singapore	Passport (cold No file has been up	pur copy only)* ploaded yet.	UPLOAD F	ILE		
	Contact Information						
				Default			
	Email	✓ john.doe@jo	onndoe.com				

Step 4

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

Silve	Bullion Truly Secure You	r Wealth 🚾			١	🛒 Your Cart 🧿 🛛 🔀 Inbo	Mr. John Doe
ne	Precious Metals -	Electric Vehicle Metals -	Storage +	Testing -	P2P Loans 🝷	Resources -	About Us 🗸
	Residential Address	(No P.O. Box)					
	Street 1 *						
	1 Fullerton Ro	pad					
	Street 2						
	City •		State				
	Singapore						
	Country*		Postal Code *				
	Singapore	~	049213				
	(Optional)						
	An Emergency Contact can i	nform us in case of unforeseen circum	stances such as death	or mental incapacity	of the account owner.		
	Emergency Contact Name	е					
	Ms. Jane Doe						
	Emergency Contact No. /	Email Address					
	+1 98765432123 / jane.d	oe@iohndoe.com					

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

Pro-tip: Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

Step 7

Step 8

🕥 Silve	r Bullion Truly Secure You	ur Wealth 100				📜 Your Cart 🚺	🔀 Inbox	Mr. John Doe
Home	Precious Metals -	Electric Vehicle Metals -	Storage +	Testing -	P2P Loans +	Resou	rces -	About Us -
	Bank Information							
	As a security precaution, ev	entual proceeds from bullion sales can	be wired only to your li	nked bank account	specified here.			
	Note: The bank information	n is only used to wire money to you in ca	ase of a sale.					
	Bank Account / Crypto Infor	rmation						
	Туре							
	Bank	v						
	Name of Bank*		Country*					
	JP Morgan Chase Bank, N	N.A.	United States			~		
	Swift Code		Routing Number					
	CHASUS33		021000021					
	Account Number*		Account Name (Be	meficiary)*				
	123456789		John Doe					
	Currency*							
	USD US Dollar	~						
		,						

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the <u>Terms of Service</u>. Press the **SAVE AND SUBMIT** button.

JOINT ACCOUNT S.T.A.R. STORAGE UPGRADE

THE STEPS:

Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go <u>HERE</u> to Sign-Up.

Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.

Silver Bullion Truly Secure Your We	alth"	📜 Your Cart	0 ⊠ Inbox Joendoe Mr. John Doe and/or Ms ▼
	ACCOUNT MENU	STATUS	USER SETTINGS
	Apply for a S.T.A.R. Storage account Order History		User Profile Two Factor Authentication Change Password
	Account Details Secure Notifications	Tier 1 points earned: 0 Next tier at 3000 points About points and discount tiers	Create New Account
	Control of the second sec	(n) Silver Bullion	Best P2P Loan Rates (p.a.)

Step 3

Fill in the required basic information about yourself including your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

🕥 Silver	Bullion	Truly Secure Your	'Wealth [™]			📜 Your Cart 🧿	Inbox Inbox Mr. John	e n Doe and/or Ms 🏲
Home	Preciou	s Metals 👻	Electric Vehicle Metals -	Storage -	Testing -	P2P Loans +	Resources -	About Us 🗸
	Resider	ntial Addresse	s (No P.O. Box)					
	â	Street 1 •						
	_	1 Fullerton R	toad					
		Street 2						
		City •		State				
		Singapore						
		Country•		Postal Code •				
		Singapore	~	049213				

Fill in the required basic information of the other joint account holder including his/her residential address if they are different from yours. This is not your mailing P.O. Box address.

me	Precious Metals 👻	Electric Ve	hicle Metals 👻	Storage	• T	esting +	P2P Loans +	Resources +	About Us 🗸
	Holder #2								
	Salutation Firs	st Name / Given	Name	i	Last Name /	Surname	2		
	Ms. 🗸 Ja	ine			Doe				
	Gender/Sex*	Passport	No•	Passport E	xpiry•	1	Date of Birth•		
	Female	✓ 151314	64	2028-12-	31		1971-06-01		
	Occupation/Job*		Industry"		Ci	tizenship			
	Administration Profess	sional 🗸	Agriculture		~	America	n 🗸		
	Country of Residence•								
	Singapore	~							

Step 5

lvei	r Bullion Truly Secure You	r Wealth [™]			📜 Your Cart 🧕	🛛 Inbox	L joendoe Mr. John	e Doe and/or Ms
	Precious Metals 🗸	Electric Vehicle Metals 🗸	Storage -	Testing -	P2P Loans +	Resour	ces -	About Us
	Bank Information							
	As a security precaution, eve	entual proceeds from bullion sales can	be wired only to your	linked bank account	specified here.			
	Note: The bank information	is only used to wire money to you in ca	ase of a sale.					
	Bank Account / Crypto Infor	mation						
	Туре							
	Bank	~						
	Name of Bank•		Country*					
	JP Morgan Chase Bank, N	I.A.	United States		``	•		
	Swift Code (if applicable)		Routing Number	(if applicable)				
	CHASUS33		021000021					
	Account Number (or IBA	N)"	Account Name (I	eneficiary)*				
	123456789		John Doe and/o	r Jane Doe]		
	Currency*					_		
	USD US Dollar							

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the <u>Terms of Service</u>. Press the **SAVE AND SUBMIT** button.

BUSINESS/COMPANY ACCOUNT S.T.A.R. STORAGE UPGRADE

THE STEPS:

Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go <u>HERE</u> to Sign-Up.

Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.



Fill in the required basic information about the entity, including its Registration Number, Date or Registration, Industry, Main Business Activity, and Registered Address (must not be a P.O. Box address).

🕥 Silve	r Bullion Truly Secure You	r Wealth ⁹⁵⁰			Your 🕻	Cart 💿 🛛 📉 Inbox	Sood Bullion, LLC
Home	Precious Metals -	Electric Vehicle Metals 🗸	Storage 🚽	Testing -	P2P Loans +	Resources -	About Us 🗸
	ACCOUNT DETAILS						
	Company Name *		Registration Cou	ntry *			
	Good Bullion, LLC		United States		~		
	Registration ID/UEN *		Registration Date	e *			
	123456789		2020-12-25				
	Business Activity *		Industry Sector*				
	Precious Metals Dealer		Trading/Retail/	Wholesale	~		
	Registered Address	(No P.O. Box)					
	380 Santa Mo	nica Pier					
	City *		State				
	Santa Monica		California				
	Country*		Postal Code *				
	United State	s v	90401				

Step 4

Fill in the personal details of the Authorized Administrator of the Business Account. An Authorized Administrator is the person authorized by the Board of Directors to open and manage the Silver Bullion Account.

Home	Precious Metals +	Electric Vehicle Metals 🕶	Storage +	Testing -	P2P Loans +	Resources -	About Us
	Representative 1						
	Salutation First	Name	Last Na	me			
	Mr. v Joh	ın	Doe				
	Gender/Sex*	Passport No*	Passport Expiry*	Date	e of Birth*		
	Male v	123456789	2029-12-31	19	70-01-01		
	Occupation/Job*	Industry*		Citizenship*			
	C-Suite Officer	✓ Trading/Reta	il/Wholesale 🗸 🗸	United States	s v		
	Country of Residence						
	Singapore	~					
	User Type		Authorized Sign	er			
	Director 🛛 Sha	reholder	✓				
	Representative 1 Contact Inf	ormation					
	F	inter de rete	hu daa aand	Default			
	Email	✓ jonn.doe@jo	induce.com				
	Mobile nun	nber y +1 v	12345678987	Default			
	nobile iluit		110.0010001				

Fill in the entity's Linked Bank Account. You can add multiple bank accounts of the entity in different currencies. The Linked Bank Account is the bank account to which we shall transfer funds from the entity's Silver Bullion Account.

	TBullion Truly Secure You	r Wealth 100			📜 You	r Cart 💿 🛛 📉 Inbox	Sood Bullion, LLC
Home	Precious Metals 🗸	Electric Vehicle Metals 🗸	Storage +	Testing •	P2P Loans +	Resources -	About Us 🗸
	Bank Information						
	As a security precaution, eve	entual proceeds from bullion sales can	be wired only to your l	inked bank account	specified here.		
	Note: The bank information	is only used to wire money to you in ca	ase of a sale.				
	Bank Account / Crypto Infor	mation					
	Туре						
	Bank	~					
	Name of Bank*		Country*				
	JP Morgan Chase Bank, N	I.A.	United States		``	•	
	Swift Code		Routing Number				
	CHASUS33		021000021				
	Account Number*		Account Name (B	eneficiary)•			
	987654321		Good Bullion, LL	c			
	Currency*						
	USD US Dollar	~					
	Other Details						

Click the **SAVE AND SUBMIT** button to submit the application. To complete the S.T.A.R. STORAGE application process, you must prepare the following documents:

Once the required documents are ready, click the **UPLOAD S.T.A.R. STORAGE APPLICATION AND SUPPORTING DOCUMENT** button in the Account Menu section of your **PROFILE** (top right corner of the page).



TRUST ACCOUNT S.T.A.R. STORAGE UPGRADE

THE STEPS:

Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go HERE to Sign-Up.

Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.



Step 3

Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

(n) Silver	Bullion Truly Secure Your Weal	th ³⁰⁰			📜 Your Cart 🚺	🔀 Inbox	Sood Bullion Trust
Home	Precious Metals 🗸	Electric Vehicle Metals 🗸	Storage -	Testing -	Resou	irces +	About Us +
	ACCOUNT DETAILS						
	Trustee Name *	Regi	stration Country •				
	Good Bullion Trust	U	nited States		~		
	Registration ID/UEN •	Reg	stration Date *				
	123456789	20	20-12-31				
	Street 1 *	.О. Вох)					
	1 Gold Vault Road						
	Street 2						
	City *	Stat	е				
	Fort Knox	Ke	ntucky				
	Country"	Post	al Code •				
	2						

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

🕥 Silve	r Bullion Truly Secure Your Wealth ¹	20			📜 Your Cart 💿 🛛 🖾 Inbox	▲ john_doe Good Bullion Trust
Home	Precious Metals 🗸	Electric Vehicle Metals 🗸	Storage +	Testing +	Resources -	About Us 🗸
	TRUSTEE DETAILS					
	Trustee Type					
	Person	~				
	Trustee 1					
	Salutation First Name		Last Name			
	Mr. V John		Doe			
	Gender/Sex* P	assport No [®] Passpo	ort Expiry*	Date of Birth		
	Male ~	123456789 2030	-12-31	1960-02-14		
	Occupation/Job•	Industry*	Citizens	ship•		
	Banker	✓ Professional Services Firm	n v Unite	ed States	~	
	Country of Residence					
	United States	~				
	User Type	Auti	horized Signer			
	Grantor/Beneficiary	V				
	Trustee 1 Contact Information					
	Email	∨ john.doe@johndoe.com	Default			
	Mobile number	✓ ⁺ 1 [▼] 1234567898 [™]	7 Default			

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

Pro-tip: Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

Step 7

						00001	
ome	Precious Metals 👻	Electric Vehicle Metal	5 • Storage •	Testing -	Resource	es • .	About U
	Bank Information						
	As a security precaution, eventual	proceeds from bullion sales can b	be wired only to your linked bank a	account specified here.			
	Note: The bank information is only	y used to wire money to you in ca	se of a sale.				
	Bank Account / Crypto Information	1					
	Туре						
	Bank	~					
	Name of Bank*		Country*				
	Bank of New York Mellon		United States		~		
	Swift Code		Routing Number				
	IRVTUS3N		021000018				
	Account Number*		Account Name (Beneficiary)				
	123456789		Good Bullion Trust				
	Currency*						

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the <u>Terms of Service</u>. Press the **SAVE AND SUBMIT** button.

IRA/SUPERANNUATION ACCOUNT S.T.A.R. STORAGE UPGRADE

THE STEPS:

Step 1

Sign-Up for a Silver Bullion Account. You need a Silver Bullion Account to upgrade to S.T.A.R. Storage. Go <u>HERE</u> to Sign-Up.

Step 2

Click the **UPGRADE TO S.T.A.R. STORAGE NOW** button after your initial sign-up or Click on your **PROFILE** (top right corner of the page), then select **UPGRADE TO A S.T.A.R. STORAGE ACCOUNT** under the Account Menu.



Fill in the required basic information about yourself, including the details of your identity document (e.g., passport).

ome	Precious Meta	als -	Electric	Vehicle Metals 👻	Storag	e -	Testing -	P2P Loans	•	Resour	ces +	About
	ACCOUNT DE	TAILS										
	Salutation	FirstNo	FirstName		LastName							
	Mr. v	John				Doe	Doe					
	Gender/Sex*		Passpo	rt No•	Passport	Expiry•		Date of Birth <mark>*</mark>				
	Male	~	12345	6789	2029-12	-31		1970-01-01				
	Occupation/Job*			Industry*			Citizenship					
	C-Suite Officer		~	Agriculture		~	United S	tates	~			
	Country of Resid	lence*										
	Singapore		~	Passport (colour	copy only)*		UPL	OAD FILE				
	Contact Inforn	nation		no file nas seen apiou	ucu yet.							
							Default					
	E	mail	~	john.doe@john	doe.com							

Step 4

Upload a **CLEAR COLOR** copy of your passport, national identity card, driver's license, or other government-issued identification documents with a clearly visible photograph, date of birth, signature (and if possible, address and nationality). For national identity cards, both the card's front and back should be shown.

Step 5

Fill in your residential address (the address where you mainly reside). This is not your mailing P.O. Box address.

Silver Bullion Truly	y Secure Your Wealth ۱۹۵۵				👿 Your Cart 💿 🛛 🐱 Inbox	i joendoe Mr. John Doe
Home Precious Me	tals - Electric Vehicle Metals -	Storage -	Testing -	P2P Loans +	Resources -	About Us -
Residential A	Address (No P.O. Box)					
Stree	et 1 *					
1 F	ullerton Road					
Stree	et 2					
City		State				
Sin	ngapore					
Cour	ntry*	Postal Code *				
Si	ngapore 🗸	049213				
(Optional)						
An Emergency Co	ontact can inform us in case of unforeseen circ	umstances such as death o	r mental incapacity	of the account owne	er.	
Emergency Con	ntact Name					
Ms. Jane Doe						
Emergency Con	ntact No. / Email Address					
+1 987654321	23 / jane.doe@johndoe.com					

Add an Emergency Contact for your Silver Bullion Account. This is OPTIONAL.

Pro-tip: Adding an Emergency Contact ensures that someone is reachable should you be uncontactable by us.

Step 7

Step 8

🕥 Silve	rBullion Truly Secure You	ur Wealth 100				🖢 Your Cart 🚺	🔀 Inbox	S joendoe Mr. John Doe	
Home	Precious Metals -	Electric Vehicle Metals 🗸	Storage +	Testing -	P2P Loans +	Resour	ces •	About Us -	
	Bank Information								
	As a security precaution, ev								
	Note: The bank information								
	Bank Account / Crypto Infor								
	Туре								
	Bank	~							
	Name of Bank		Country*						
	JP Morgan Chase Bank, N	N.A.	United States			~			
	Swift Code		Routing Number						
	CHASUS33		021000021						
	Account Number*		Account Name (Be	meficiary)*					
	123456789		John Doe						
	Currency*								
	USD US Dollar	~							
	L								

Tick the checkbox. You must confirm that all information you provided is accurate and that have read, understood, and agreed to the <u>Terms of Service</u>. Press the **SAVE AND SUBMIT** button.

WHAT HAPPENS NEXT?

Once you have completed the S.T.A.R. Storage Application process, our team will review your application and documents and will contact you via e-mail or secure notification within 2 – 48 hours.

While we are reviewing your S.T.A.R. Storage Application, we will grant your Silver Bullion Account the ability to purchase up to SGD 20,000 (or equivalent in other currencies) of precious metals via S.T.A.R. Storage or start saving GoldGrams via the Gold Savings Account. This SGD 20,000 limit/restriction will be removed once your S.T.A.R. Storage application is approved.

HOW WILL I KNOW MY VERIFICATION STATUS?

Once we have completed our verification procedures, you will receive an email or secure notification from us that your account has been approved for S.T.A.R. Storage. All S.T.A.R. Storage exclusive services will then be available to your account.

HOW SAFE IS MY PERSONAL INFORMATION WITH SILVER BULLION?

Any personal data you provide to us during the S.T.A.R. Storage application will be kept confidential by us and shall only be used by us to facilitate the provision of our services to you. Our practices shall remain compliant with all local laws and regulations on data protection and privacy in accordance with the Singapore Personal Data Protection Act 2012 ("Singapore PDPA").

In very rare circumstances, we may be required by law to disclose your personal information if we become suspicious of any attempt at money laundering or if you are under a justifiable investigation for crimes that are universally considered repugnant (e.g., organized and violent crime)

We will NEVER sell/share personal data with third parties. We shall remain fully compliant with any duty or obligation of confidentiality imposed on us under the <u>Terms of Service</u> and applicable law.

CAN I FUND MY ACCOUNT BEFORE COMPLETING THE S.T.A.R. STORAGE UPGRADE?

Yes, you may pre-fund your account before completing the S.T.A.R. Storage verification process.

WILL YOU ASK ME FOR SIMILAR DOCUMENTS IN THE FUTURE?

We may need to ask you for further documents while your account remains open, e.g., to update expired identity documents, or to provide proof of a new address.

We may ask for declarations of your source of wealth/fund, or expected annual transaction amount as part of our KYC policy.