

1. MyCoinDeal

Bitcoin is a digital cryptocurrency that can be used as an innovative payment method. Bitcoin transactions work via a peer-to-peer network, which means the currency is fully decentralized. No company nor Government Entity can stop Bitcoin. It works the same way as the Internet itself, and has already surpassed a billion dollar mark in 2017.

2. How does MyCoinDeal work?

Our website works as an intermediary between digital coin buyers and sellers. The transactions' price rates are based on the free negotiation among our clients. You can sell cryptocurrencies or buy whenever you want.

MyCoinDeal is a service provider trademark company registered as MYCOINDEAL INTERMEDIACOES E SERVICOS LTDA. under Brazilian CNPJ nº 14.523.891/0001-75. You can verify this information at our website Terms of Use. We use this platform to issue commissions-free electronic bill of sales monthly.

3. How is the Bitcoin price calculated?

MyCoinDeal acts as an intermediary between those buying and selling cryptocurrencies. The price is set by MyCoinDeal's users. The price displayed on our home page is negotiable between the two parties using the MyCoinDeal platform.

4. How to register at MyCoinDeal?

Access www.mycoindeal.com and click the option "CREATE ACCOUNT" on the home page. Then fill the form's required information and confirm your account. It takes approximately two minutes to complete the process.

5. Can I register my company? If so, how?

Yes, you can register as a company. To validate your company's account you'll need to send via email (invoice@mycoindeal.com) the social contract and a photo identification (e.g driver's license, passport). Brazilians must also provide the CPF number of the

account's manager. The responsible party should have legal power to respond on behalf of the company.

6. How do I create my Bitcoin addresses?

Your Bitcoin address can be generated using the SETTINGS option. Simply enter a wallet name (Label) and generate a new wallet. You can create other addresses in this very same section.

7. What's Authy and Google Authenticator, how to enable/disable them?

"Authy" and "Google Authenticator" are mobile apps used to generate secure 2 step verification tokens on your device. By adding this additional layer of security, your account is further protected from hackers and hijackers. Every 30 seconds a new numeric sequence (token) is generated.

We strongly advise you to enable one of these options in order to protect your cryptocurrencies. To activate, please Access your account, click on your name (upper right hand), then click on SETTINGS. The option "2 Factor Authentication" will be displayed on the right left of the screen.

8. How do I deposit a BRL balance into MYCOINDEAL wallet?

Once logged in, click DEPOSIT > BRL and place a new "Deposit Order" informing the total amount to deposit and your bank data, then click "DEPOSIT BRL".

You'll receive instructions to the next steps, including MyCoinDeal's account number to deposit.

ATTENTION! If you intend to make a wire transfer, please validate your documents before depositing. MyCoinDeal accepts only wire transfers from accounts with the same ownership of the registered documents.

After depositing, you need to upload a transaction statement's copy into the SETTINGS> DOCUMENTS section. We accept scanned pictures or photos. If you made the deposit at an ATM, please take a selfie holding the statement. Make sure both your face and the information on the document is legible.

9. What payment methods are accepted?

Customers may deposit in cash or wire transfer.

ATTENTION! We don't accept debit/credit cards, checks, etc.

10. Once I deposit, how long before my balance is available for use?

Business days: from 8 a.m to 11 p.m (UTC -3);

Weekends and holidays: 9 a.m to 7 p.m.

PLEASE NOTE! Deposits are processed in the order they are received.

11. How do I deposit Bitcoins into my account?

Access www.mycoindeal.com and click the option DEPOSIT > BTC. Copy your wallet address and paste it on your outside wallet's address field to complete the transaction.

12. Once I have balance in FIAT, how can I buy Bitcoins?

Go to MyCoinDeal main Page and click the BUY/SELL button. Choose which Fiat you want to use to buy cryptocurrency and select the option.

13. How can I sell my Bitcoins?

Go to main screen, click the BUY/SELL button and choose the option SELL BTC TO BRL. Enter the amount you want to sell and click SELL BITCOIN.

14. How can I withdraw BRL to my bank account?

First, you will need to validate the required documents (SETTINGS> DOCUMENTS). Once done, register your bank account information in SETTINGS > BANK ACCOUNT.

To withdraw BRL, click SEND/WITHDRAW > BRL. Type the amount and select your bank option to complete the transaction.

15. What's the timeframe before my withdrawal is available in my bank account?

Please allow up to 3 business days for withdrawal requests made during normal business hours. Withdrawals times may take longer during times of heavy traffic.

16. How can I transfer Bitcoin to other wallets?

To send your Bitcoins to an outside wallet, just click SEND/WITHDRAW > BTC. Type the amount and the receiving wallet address. After confirming, you can check the Blockchain fee to send your cryptocurrencies.

IMPORTANT! This fee isn't charged by MyCoinDeal, but from the Blockchain network.

17. How long does it take for my Bitcoins to be available in my outside wallet?

Bitcoin withdrawals may take a few minutes or even a few days, depending on Blockchain's validations or increase in demand. You can track your transaction's updated status on VIEW ON BLOCKCHAIN.

18. Can I buy Bitcoins in other FIAT?

Customers may deposit in USD and follow the same steps customers use to buy BTC, but instead choose the USD option.

19. Can I make Bitcoin payments?

If Bitcoin is an available payment method used by a store you want to purchase from, just ask the salesperson to provide you with their wallet address. You'll get an alphanumeric sequence or a QR Code.

After receiving this information, access your account and click SEND BITCOIN. Fill out the form in order to complete the transaction.



20. Does MyCoinDeal issue bill of sales of its transactions? If so, how can I get a copy?

MyCoinDeal is a trademark registered at the Florianopolis City Hall as Intermediary Services Provider, under the name MYCOINDEAL INTERMEDIACOES E SERVICOS LTDA (CNPJ sob n.º 14.523.891/0001-75). We issue bills of sales monthly for all transactions made through us. There is no fee to receive. If you would like further information, please feel free to contact us by e-mail invoice@mycoindeal.com.