**Video-1**

Greetings, and welcome to the Coin Port digital asset exchange platform

We have prepared this short video as an introduction to our service and to show you around our platform.

In the future we will release other videos that go beyond Coin Port to discuss the broader crypto industry and markets. Please press the Subscribe button below to be notified of future videos.

To access the Coin Port website, type coin Port dot com dot au in the browser address bar. Coin Port works will all popular internet browsers, including smart phones.

Once the website has loaded, it is a good idea to click on the padlock symbol on the address bar

Coin Port has been developed to make access to the digital asset crypto markets easy, friendly and safe. Users can buy or sell crypto assets with a couple of mouse clicks.

Coin Port is more than an exchange, we also provide a “market maker” service so that customers can always and instantly buy or sell for a given market. We provide markets for all of the common crypto currencies and add new coins as they become popular.

There are also advanced market analysis, research and trading capabilities in Coin Port for those who prefer to use them.

To provide the best support to customers, Coin Port has a local help desk which is staffed by experts ready to assist your queries. Customers can phone to speak with our staff, chat online via social media or email us.

To access the Coin Port Chat Bot, click on the small balloon at the bottom right corner. Any chat messages sent will be received instantly by our staff and also logged with our help desk.

Important documents for customers, such as our Terms of Service, AML Policy, Privacy Policy and Complaints procedures are linked at the bottom of this page

Before depositing funds with Coin Port your identity needs to verified. This is required to comply with AUSTRAC rules.

KYC means “Know your client”, AML is “Anti-money laundering” and CTF is “counter-terrorism funding”. It basically means that we need to identify customers properly and also report and suspect activity to AUSTRAC

The KYC process is completed online, and once your documents are ready for upload should only take a few minutes. We have a separate video that covers the customer KYC process.

Client funds are kept in separate and segregated bank accounts for your peace of mind.

We do not charge exchange trading or blockchain transaction fees, so there are no unexpected costs and trading is simple. We want to make using Coin Port a fuss-free experience.

Thank you for joining us

Video-2

5 second animated splash screen

Greetings, and welcome to the Coin Port cryptocurrency exchange. My name is Leonie Green, and I am the Customer Success Manager at Coin Port. We have prepared this short video as an introduction to our service and to show you around our platform.

In the future, we will release other videos that go beyond Coin Port to discuss the broader cryptocurrency industry and markets. Please press the Subscribe button below to be notified of new videos.

display 1-langingpage.png

To access the Coin Port website, type www dot coin Port dot com dot au in the browser address bar. Coin Port works with all popular internet browsers, including smartphones.

Once the website has loaded, there should be a padlock symbol on the browser address bar. This shows that you have a secure internet connection.

display 2-instantbuy.png

Coin Port has been developed to make access to the digital asset crypto markets easy, fast and safe. Users can buy or sell crypto assets with a couple of mouse clicks with our “Instant buy” function.

Coin Port is more than an exchange, we also provide a “market maker” service so that customers can always and instantly buy or sell for a given market. We provide markets for all of the common cryptocurrencies and add new coins as they become popular.

We do not charge exchange trading fees or commissions, so there are no unexpected costs and trading is simple. The price on the screen is what is paid. We want to make using Coin Port a fuss-free experience.

display 3-trading.png

There are also advanced market analysis, research and trading capabilities in Coin Port for those who prefer to use them. On the Trading page, orders can be entered at either automatically at the current market price, or manually at a setprice.

The Trading page also provides market price history, order book and market depth charts.

display 4 4-helpdesk.png

To provide the best support to customers, Coin Port has a help desk which is staffed by experts ready to assist your queries. Customers can phone to speak with our staff, chat online via social media or email us.

To access the Coin Port Chat Bot, click on the small balloon at the bottom right corner. Any chat messages sent will be received instantly by our staff and also logged with our help desk.

If there is a new coin you’d like to see listed on the exchange, send us a message and we will research and list the coin if possible.

display 5-documentation.png

Important documents for customers, such as our Terms of Service, Ant-Money-Laundering Policy, Privacy Policy and Complaints procedures can be accessed from the top menu. All of the documentatio

display 6-profile.png

Before withdrawing funds or cryptocurrency from Coin Port your identity needs to be verified. This is required to comply with AUSTRAC rules.

KYC means “Know your client”, AML is “Anti-money laundering” and CTF is “counter-terrorism funding”. It basically means that we need to identify customers properly and also report and suspect activity to AUSTRAC

The KYC process is completed online, and once your documents are ready for upload should only take a few minutes. We have a separate video that covers the customer KYC process. Client funds are kept in separate and segregated bank accounts for your peace of mind. CoinPort is licensed in Australia as a digital asset exchange and money remitter. All assets are held in safe custody on a one-to-one basis.

Thank you for joining us at Coin Port.

Video-3 Scams

>>>> 5 second animated splash screen  
  
Greetings, and welcome to the Coin Port cryptocurrency exchange.  
My name is Leonie Green, and I am the Customer Success Manager at Coin Port.  
  
>>>>> 1 second pause  
  
Unfortunately, the cryptocurrency space attracts many scammers. Scammers are attracted to cryptocurrency because there is a lot of wealth here, and that wealth can often be transferred anonymously, internationally and instantly.  
  
Last year more than 200,000 cryptocurrency-related scams were detected worldwide. Don't become another victim.  
  
>>>>> 1 second pause  
  
At Coin Port we work hard to protect the interests and investments of our members. We have automated systems in place that try to detect scams.  
Our staff monitor industry news for details of different scams; and we also observe customer behaviour, watching for scams.  
  
In the past we have taken action, such as blocking transfers, to protect our members from scams. If we suspect a Coin Port member is potentially a scam victim we disable their account and phone or email to discuss our concerns.  
  
Prevention is the best cure against scammers and other bad actors, and prevention starts with YOU.  
  
>>>>> 1 second pause  
  
Resist  
the urge to quickly send money or tokens to any wallet that claims to be an investment oportunity.  
  
Research  
scams so you can spot the warning signs.  
  
Report  
suspected scams that involve crypto to the Chain Abuse website to help stop scammers.  
  
>>> display this URL <https://www.chainabuse.com/>  
  
>>>>> 1 second pause  
  
Red flags to look out for!  
  
As scammers evolve in their tactics, even experienced investors find it challenging to to detect scams.  
  
Here are some "red flags" to watch out for  
  
Promises of great returns  
"Risk-free" investment opportunities  
Pressure to invest right now  
Cold contact  
Romantic partners  
  
>>>>> 1 second pause  
  
Thank you for joining us at Coin Port

Video-4 2FA

Title:  How to keep your CoinPort account secure with Two-Factor Authentication (2FA)

5 second animated splash screen

display 1-landingpage.png

Greetings, and welcome to the Coin Port cryptocurrency exchange.

My name is Leonie Green, and I am the Customer Success Manager at Coin Port.

1 second pause

Two factor authentication, known as "2FA", is an identity and access management security method that requires two forms of identification to access resources and data. 2FA helps customers safeguard their accounts.

Two factor authentication provides an extra level of security beyond your user name and password.

After enabling Two-factor authentication you will need a time sensitive six digit code, also called a one time password, to sign in to the Coin Port exchange.

1 second pause

display 0-google-auth-app.png

Coin Port uses the Google Authenticator application to generate temporary, time sensitive, codes for access important functions.

The first step is to install the Google Authenticator app on your mobile device if needed.

*2 second pause*

display 1-web-menu.png

To enable Two-factor authentication, sign into Coin Port, open the menu and select the "Profile" item

*1 second pause*

*display 2-web-profile.png*

On the Profile screen, tap to enable the two factor authentication option.

1 second pause

The Google Authentication screen will be displayed.

Open the Google Authenticator app on your mobile device, and press the "plus" button to scan a QR code for Coin Port.

Use the camera to scan the QR code displayed on the screen. A new entry will be added into Google Authenticator for Coin Port with your email details.

Promptly take the six digit code from Google Authenticator and enter it into the field on the Coin Port Google Authentication page. The one time password changes every thirty seconds.

Once this is done, two factor authentication is enabled for your account in Coin Port.

*1 second pause*

Thank you for joining us at Coin Port.