

Frequently asked questions

Q: May Napoleon Software SAS (company) withdraw funds from my account?

A: No, Napoleon Software SAS (company) can only have access to a trade feature on the exchange and may only automate trading signals of the strategies you have selected based on API permission. Your funds are stored on the exchange and Napoleon Software SAS does not have withdrawal rights, therefore may not access your account to withdraw funds.

Q: Which coins are available for execution Credits payment?

A: Currently, we accept ETH only.

Q: Can I pay from my exchange account?

A: No, you need to pay from a registered ETH account on our platform which can only be private wallets.

Q: Is there any minimum and maximum payment?

A: Yes, you can purchase minimum 30 Credits (equivalent to ~\$30) at the subscription. The maximum onetime payment is limited to \$2,000.

Q: Is there any time limit for payment?

A: Yes, considering USD/ETH rate fluctuation, please make the payment as soon as possible after you get the payment amount in ETH. Make the transfer no longer than an hour after.

Q: Can I ask for a refund for not used Credits?

A: Non. Unfortunately, the subscriptions are not refundable. See Terms of Sale.

Q: What is NPX token?

A: NPX is an Ethereum ERC 20 token that is used to access Napoleon ecosystem (trading signals and trading platform). Holding NPX token will also allow you to receive performance fees from DAFs (DAFs are designed by Napoleon Asset Management).

Q: How much NPX tokens I need to buy and why?

A: The number of required NPX depend on the amount traded. You need to buy 1 NPX per \$1 traded (ex. for \$ 1,000 traded you need 1000 NPX tokens). Please note that these tokens are not burnt while using our services. The number of NPX also determine the speed of trading signals availability and thus the speed of trades execution start on the market.

Q: How can I buy NPX tokens?

A: You can buy NPX tokens on a variety of exchanges. Follow the link <https://www.napoleonx.ai/signals/tradingsignals>, click on "[Buy NPX token here](#)" and then you can select an exchange.

Q: How many strategies and signal I can access via your platform?

A: During the launch phase, we offer only one strategy on BTC/ETH/USD (live since September 2018) for automated execution via bots. However, we have designed an extensive strategies library (16

currently available) that will be suggested for automated execution on a continuous flow basis. We also plan to rely on the external strategies' providers, organize a selection process and testing of those strategies.

Q: Which exchanges are you work with?

A: Our platform currently supports Kraken and BitMEX exchanges. We are planning to enhance the number of exchanges we would like to collaborate with. We will keep you posted on those enhancements and the development of the additional trading bots.

Q: Is there any minimum amount required to start trading?

A: Non, you can trade amount of your chose. However, a minimum of \$ 0,5 Credit will be charged for daily use.

Q: What is a recommended amount to invest to start trading on your platform?

A: We are not allowed to provide any financial advice.

Q: What will happen to my Trades when my number of Credits fall to 0?

A: You won't be able to place any new trades. You will need to recharge your account.

Q: Is the Software mac/windows/linux/android/ios compatible?

A: During the launch phase the Software will be available on Windows only. We will progressively enhance configuration to other devices.