

1 HOW TO PROPERLY REGISTER A NEW PARTNER:

1. Send your **referral link** to your partner
2. The new partner must **copy the link and paste it into the browser** (*not open it through third-party applications*)
3. Register using this link
4. The promoter must check and make sure that the new partner has appeared in the affiliate program.
5. After confirmation, you can top up your deposit.

IMPORTANT: IF REGISTRATION WAS NOT COMPLETED USING YOUR LINK, THE PARTNER WILL NOT BE ASSIGNED TO YOU.

If a partner has registered but you don't see their registration in your affiliate program, it means they have registered incorrectly and have been targeted by the company.

WHAT TO DO NEXT?

Do the new registration correctly with the new email!!!

2 WHY DOES THE "PAID" SECTION SHOW AN AMOUNT EVEN THOUGH I HAVE REINVESTMENT ENABLED?

The "**Paid**" section takes into account not only withdrawals to the wallet, but also reinvestment transactions.

If you have reinvestment enabled, after an invoice payment is credited, **the funds are not withdrawn to an external wallet, but are automatically transferred to your main balance.**

After this, this amount forms a new invoice within the framework of the current contract.

EXAMPLE:

If an invoice was paid out in the amount of **10 USDT** and you have reinvestment enabled, that amount will be shown in the "**Paid**" section and will then be credited to the main balance, creating a new invoice with a **200%** liability.

You can check the new invoice in the "My Contracts" or "Invoices" section.

IMPORTANT: REINVESTMENT IS AN INTERNAL OPERATION WITHIN THE SYSTEM. FUNDS ARE NOT WITHDRAWN TO AN EXTERNAL WALLET BUT CONTINUE TO PARTICIPATE IN ARBITRAGE OPERATIONS.

3

WHY HAS MY BALANCE DECREASED?

If you notice that your balance has decreased, it means that one or more of your invoices have been fully met.

HOW DOES THIS WORK:

1. Each deposit or reinvestment creates a separate invoice.
2. For each invoice, obligations in the amount of **200%** of the invoice amount must be fulfilled.
3. These obligations are fulfilled through contract transactions, through automatic withdrawal of income, or through reinvestment, depending on the option you choose.
4. Once you receive **200%** of the amount of a specific invoice, the terms of that invoice are considered fully met.
5. After this, the invoice is closed, and its amount is no longer included in the active balance; the volume of this invoice is transferred to the company's turnover.



EXAMPLE:

If you have an invoice for **100 USDT**, then after receiving **200 USDT** on this invoice, the conditions are considered fulfilled.

Such an invoice is closed and its amount is no longer included in the active balance.

At the same time, other active invoices continue to operate as usual.

YOU CAN CHECK ACTIVE AND ALREADY CLOSED INVOICES IN THE "MY CONTRACTS" SECTION.

4 WHY WAS THE INVOICE CLOSED? SHOULDN'T EACH INVOICE BE SELF-SUFFICIENT?

Each replenishment or reinvestment creates a separate invoice.
Each invoice has its own amount, creation date and 200% liability.

But it's important to understand that invoices don't function as completely separate contracts, each closed on its own.

Within a single asset, the contract is a single contract, and all active invoices within it form a common active balance, which is involved in arbitrage operations.

HOW DOES THIS WORK:

1. You make a top-up and a separate invoice is created.
2. For each invoice, 200% obligations are recorded.
3. All active invoices together form the total work volume for the contract.
4. Income is generated from the active volume that is currently in operation.
5. Invoice obligations are closed sequentially, in the order in which they were created.

EXAMPLE:

If you have multiple invoices, the system will honor the oldest invoice first.

Once 200% of the amount has been received, the conditions are considered met and the invoice is closed.

After this, the contract continues to operate for the following active invoices.

IMPORTANT: CLOSING AN INVOICE DOES NOT MEAN THE CONTRACT IS TERMINATED. IT SIMPLY MEANS THAT THE TERMS OF THAT SPECIFIC INVOICE HAVE ALREADY BEEN FULLY FULFILLED.

For example, if an invoice was created for 1000 USDT, the liability for it is 2000 USDT.

This invoice is not closed after receiving 1,000 USDT. It is closed only after the full amount of its obligations—200%, or 2,000 USDT—has been fulfilled.

You can check active and closed invoices in the "My Contracts" section.

5 WHY IS MY BALANCE LESS THAN THE AMOUNT IN THE ARB - "COMPLETED" SECTION?

It's important to understand that the ARB section displays different figures, and they may not always match your current balance.

What does each item mean:

- **Cold Freeze** is the amount that has been transferred from your Arbcare account.
- **Conditions** are the amount that must be met to fully unfreeze the funds.
- **Completed** – the amount that has already been applied toward the unlocking conditions. This may include both your personal deposits and deposits from your partners.
- **The remainder** is the amount that still needs to be completed for complete defrosting.



WHY MIGHT THE "COMPLETED" AMOUNT BE HIGHER THAN YOUR BALANCE?

The "**Completed**" section takes into account not only your personal deposits, but also deposits from your partners, if they meet the unfreezing conditions.

It is important to understand:

If you top up your account yourself, the amount is recorded in your account and affects your balance.

If your personal partner made the deposit, this amount may also be included in the "Completed" section for your unfreezing, but the deposit itself is credited to the partner's balance, since the deposit was made specifically to their account.

This means that the amount may be counted towards your unlocking requirements, but does not have to be fully reflected in your personal balance.

You can check all transactions that were counted toward the defrost in the ARB section of the user menu. This section displays both your personal deposits and those of your partners that were counted toward the defrost.

IMPORTANT: THE "COMPLETED" SECTION DOES NOT SHOW THE CURRENT BALANCE, BUT THE TOTAL AMOUNT OF FUNDS THAT HAVE ALREADY BEEN TAKEN INTO ACCOUNT TO FULFILL THE UNFREEZING CONDITIONS.

7 WHY AM I RECEIVING LESS INCOME IF MY INCOME WAS HIGHER BEFORE?

Income in an arbitrage strategy is not fixed.

It can change **every day**, and this is a standard part of arbitration work.

Arbitrage income is not generated as a fixed percentage, but based on the actual results of completed transactions.

PROFITABILITY IS INFLUENCED BY VARIOUS FACTORS:

- price difference between exchanges;
- market liquidity;
- volatility;
- availability of a profitable spread.

After each arbitrage transaction, the actual spread earned, minus commissions, is credited to your income balance. Therefore, the income amount may vary: it may be higher in one period and lower in another.

EXAMPLE:

According to the terms of the contract, **the liability amounts to 200% of the invoice amount.**

However, these **200%** are not credited in equal parts every day.

For example, 100% can be completed in the first month, and another 50% in the next two months.

Ultimately, the total volume of obligations will be fulfilled at 200%, but the profitability by day and month may differ.

The opposite situation can also occur: at the beginning, the yield is lower, but in subsequent periods it becomes higher.

IMPORTANT: IF THE RETURN WAS HIGHER LAST WEEK, THIS MEANS THAT CURRENT MARKET CONDITIONS AND ARBITRAGE SPREADS ARE DIFFERENT FROM THE PREVIOUS PERIOD.

We recommend evaluating profitability over a longer period—for example, over several weeks or a month—rather than for one specific day.

8 WHY IS MY PARTNER'S INCOME OVER THE LAST 24 HOURS HIGHER THAN MINE?

Profitability may vary among different users.

This is because user deposits can participate in different arbitrage pools. Each pool operates with different trading conditions, assets, and spreads.

THE FINAL INCOME IS AFFECTED BY:

- **IN WHICH ARBITRAGE POOL THE DEPOSIT PARTICIPATED;**
- **WITH WHAT ASSET WERE THE OPERATIONS PERFORMED;**
- **WHAT PRICE DIFFERENCE WAS RECORDED BETWEEN THE EXCHANGES;**
- **HOW SUCCESSFULLY A PARTICULAR ARBITRAGE OPERATION WAS EXECUTED;**



EXAMPLE:

Your deposit may have participated in a pool that recorded a lower arbitrage delta in a day.

And the partner's deposit could end up in a pool where the spread between exchanges was higher during the same period.

In this case, the partner's daily income may be greater than yours.

IMPORTANT: ARBITRAGE PROFITABILITY IS NOT THE SAME FOR ALL USERS; EACH POOL SHOWS ITS OWN RESULTS, SO IT IS MORE ACCURATE TO EVALUATE PROFITABILITY OVER A LONGER PERIOD.



I HAVE FULFILLED THE RANK REQUIREMENTS, WHY HAVEN'T I RECEIVED CASHBACK?

It's important to remember that meeting rank requirements and receiving cashback are not the same thing.

A rank grants access to the network program, but to receive cashback, you must fulfill additional conditions—reach the required structure volume.

EXAMPLE:

YOU HAVE MET THE REQUIREMENTS FOR THE BRONZE RANK IN THE USDT SECTION:

- **ACTIVE PERSONAL DEPOSIT FROM 500 USDT;**
- **AT LEAST 2 ACTIVE PERSONALLY INVITED PARTNERS WITH A TOTAL DEPOSIT VOLUME OF 1,000 USDT.**

Once these conditions are met, the Bronze rank is activated and you begin receiving network rewards from available levels.

But to receive cashback under the Bronze Cashback program, you must additionally reach the structure volume of 5,000 USDT.

That is, if a rank has already been activated, but the required structure volume for cashback has not yet been reached, cashback will not be accrued.

TO RECEIVE CASHBACK, YOU MUST MEET BOTH CONDITIONS:

1. Conditions of the corresponding rank.
2. Conditions for the volume of the structure for a specific cashback.

You can check your cashback terms in your personal account under:

Network Program → Cashback → Cashback Accrual Table

IMPORTANT: CASHBACK IS AWARDED ONLY AFTER ALL CONDITIONS SPECIFIED IN THE ACCRUAL TABLE ARE MET. ACHIEVING A RANK DOES NOT AUTOMATICALLY AWARD CASHBACK.

10 HOW TO TOP UP CORRECTLY?

To ensure proper balance replenishment, it is important to carefully select the asset and network and verify all details before sending funds.

HOW TO TOP UP:

- 1. GO TO YOUR ACCOUNT.**
- 2. SELECT THE DESIRED ASSET SECTION - USDT OR BITCOIN.**
- 3. CLICK THE "TOP UP" BUTTON.**
- 4. IN THE FORM THAT OPENS, SELECT AN AVAILABLE NETWORK FOR TRANSFER.**
- 5. COPY THE WALLET ADDRESS OR SCAN THE QR CODE.**
- 6. MAKE A TRANSFER WITHIN THE SELECTED NETWORK AND IN THE SELECTED ASSET.**



After a transfer is completed correctly, funds are usually credited to your balance within a few minutes.

MINIMUM AMOUNT FOR WORK:

- **IN THE USDT SECTION – FROM 100 USDT;**
- **IN THE BITCOIN SECTION – FROM 0.1 BTC.**

IMPORTANT:

THE SYSTEM ONLY SUPPORTS THOSE ASSETS AND NETWORKS THAT ARE DISPLAYED IN YOUR PERSONAL ACCOUNT WHEN YOU TOP UP.



BEFORE SENDING FUNDS, PLEASE CHECK:

- selected asset;
- transaction network;
- wallet address;
- minimum replenishment amount;
- availability of Memo, if required.

SENDING FUNDS ON AN UNSUPPORTED NETWORK OR ASSET MAY RESULT IN LOST FUNDS OR THE NEED FOR MANUAL VERIFICATION.

11 USDT DEPOSITS IN THE TON NETWORK

If you top up your balance in the USDT TON network, you must specify the Memo.

MEMO IS A UNIQUE IDENTIFIER FOR YOUR ACCOUNT.

It is needed so that the system can determine which account the transfer should be credited to.

If the Memo is not specified, funds will not be credited automatically. In this case, you will need to contact technical support for manual verification.

12

WHAT SHOULD I DO IF MY TOP-UP IS NOT CREDITED?

If you made a transfer but the funds haven't arrived in your balance, please create a technical support ticket through the **"Help"** section in your personal account.

FOR FASTER VERIFICATION, PLEASE PROVIDE THE DATA IN TEXT FORMAT:

- EMAIL ASSOCIATED WITH THE ACCOUNT;
- ACCOUNT ID;
- TRANSACTION HASH / TXID;
- THE NETWORK IN WHICH THE TRANSFER WAS MADE;
- THE WALLET ADDRESS TO WHICH THE FUNDS WERE SENT;
- A SCREENSHOT OF THE WALLET ADDRESS FOR DEPOSITING FROM YOUR ACCOUNT;
- A SCREENSHOT OF THE COMPLETED TRANSACTION, IF AVAILABLE.

IMPORTANT: ALWAYS CHECK THE DETAILS BEFORE SENDING FUNDS. A VALID TRANSFER TO A SUPPORTED ASSET AND NETWORK IS USUALLY CREDITED AUTOMATICALLY WITHIN A FEW MINUTES.

13 MY PARTNER TOPPED UP THEIR BALANCE, BUT THE FUNDS IN MY ACCOUNT WEREN'T UNFROZEN. WHY?

It's important to note that topping up your personal partner account doesn't always immediately unfreeze the funds in your account.

First of all, the system takes into account the partner's own unfreezing conditions.

HOW DOES THIS WORK:

- **IF YOUR PARTNER HAS THEIR OWN FROZEN ASSETS, THEIR DEPOSITS ARE FIRST USED TO FULFILL THE UNFREEZING CONDITIONS IN THEIR ACCOUNT.**
- **ONLY AFTER THE PARTNER'S FUNDS ARE FULLY UNFROZEN WILL THEIR NEW DEPOSITS OR REINVESTMENTS BE COUNTED TOWARD UNFROZEN FUNDS.**
- **IF YOU REGISTER A NEW PARTNER WHO DOES NOT HAVE A FROZEN ASSET, THEN THEIR NEW INVESTMENTS CAN IMMEDIATELY BE TAKEN INTO ACCOUNT TO UNFREEZE YOUR ASSET.**

EXAMPLE:

YOUR PARTNER HAS TOPPED UP THEIR BALANCE, BUT THEIR ACCOUNT STILL HAS UNFULFILLED UNFREEZING CONDITIONS. IN THIS CASE, THIS REPLENISHMENT WILL FIRST BE COUNTED TOWARDS ITS OWN UNFREEZING.

Once the unfreezing conditions in the partner's account are fully met, their subsequent deposits or reinvestments will be eligible to contribute to the unfreezing of your asset.

You can check the operations that were taken into account for defrosting in the ARB section of the user menu.

IMPORTANT: IF YOUR PARTNER'S ACCOUNT DOES NOT HAVE ANY FREEZE CONDITIONS, BUT YOUR ACCOUNT HAS NOT BEEN UNLOCKED, YOU MUST SUBMIT A TECHNICAL SUPPORT REQUEST THROUGH THE "HELP" SECTION.

To verify, please provide the following information:

- Your account ID;
- Partner account ID;
- a screenshot of the ARB section from your account;
- transaction hash / partner replenishment TXID;
- information about whether the partner's account has any unfrozen or fulfilled conditions.

The more accurate the information provided, the faster technical support will be able to check the situation.

14

MY PERSONAL PARTNER TOPPED UP MY BALANCE, WHY DIDN'T I RECEIVE MY PARTNER REWARD?

Affiliate rewards are accrued not simply after replenishing the balance, but after the partner's funds have been sent to work.

Therefore, if your personal partner has made a deposit, but the reward has not been credited, you first need to check whether they have activated Auto Trade.

HOW DOES THIS WORK:

1. The partner makes a replenishment.
2. After replenishment, he must press the Auto Trade button.
3. After activation, the funds are sent to work.
4. Affiliate rewards are credited automatically within a few minutes.

IMPORTANT: IF A PARTNER HAS TOPPED UP THEIR BALANCE BUT HAS NOT ACTIVATED AUTO TRADE, THE FUNDS ARE NOT YET CONSIDERED ACTIVE, SO THERE WILL BE NO PARTNER REWARD.

ALSO, TO RECEIVE AFFILIATE REWARDS, YOUR ACCOUNT MUST HAVE AN ACTIVE BALANCE.



WHAT YOU NEED TO CHECK:

- the partner actually made a deposit;
- the partner clicked Auto Trade after replenishment;
- the partner's funds were sent to work;
- You have an active affiliate balance in your account.

IF ALL CONDITIONS ARE MET, THE AFFILIATE REWARD SHOULD BE CREDITED AUTOMATICALLY.

15

WHY DID I RECEIVE LESS CASHBACK THAN INDICATED IN THE TABLE?

The cashback accrual table displays the total reward amount for the cashback level reached.

This means that when you move to the next level, the cashbacks you have already received previously are taken into account.

EXAMPLE:

At the Silver Cashback level, the total reward is 300 USDT.

If you've already received 100 USDT for Bronze Cashback, then when you reach Silver, you'll receive the difference:

$$300 \text{ USDT} - 100 \text{ USDT} = 200 \text{ USDT}$$

This means the total amount of cashback received will be:

$$100 \text{ USDT} + 200 \text{ USDT} = 300 \text{ USDT}$$

IMPORTANT: CASHBACK IS CALCULATED BASED ON PREVIOUSLY EARNED REWARDS. THEREFORE, THE NEW ACCRUAL AMOUNT WILL DIFFER FROM THE ONE DISPLAYED IN THE TABLE, WHICH REPRESENTS THE TOTAL CASHBACK AMOUNT.