



Knowledge

Hub

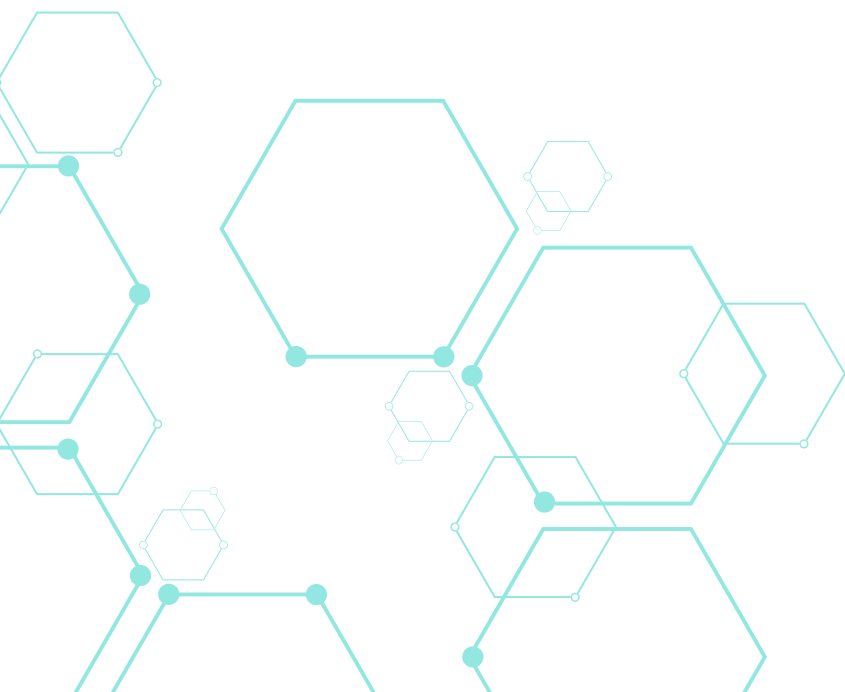


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CHAPTER 1

Introduction



1

Introduction

Overview Ingots Platform

Getting Started

Ingots is a user-friendly digital asset investment platform that helps investors maximize earnings with flexible, secure, and profitable options. Whether you're a beginner or experienced trader, Ingots offers an intuitive way to invest in dual assets and capitalize on market opportunities.



App's Key Features



Low Minimum Investment

Invest with as little as 0.01 BTC or 0.1 ETH, making Ingots an ideal platform for all investor levels.



Secure Wallet Custodian

Funds are protected by third-party custodian services approved by the Securities Commission.



Regulated Exchange Partner

Operates with licensed exchange partners for a transparent and compliant trading experience.



Daily Profit Distribution

Earnings are credited daily, providing flexibility to withdraw at any time.



Self-Managed Contracts

Create and manage own investment contracts, offering complete control over their assets.

Benefits of using Ingots



Low Investment Threshold

Start investing with as little as 0.01 BTC or 0.1 ETH, making it accessible to everyone.



Risk Hedging

Mitigate market fluctuations and reduce investment risk through strategic dual asset contracts



Simple & Easy-to-Use Platform

Designed with a seamless user experience for both beginners and experienced investors.



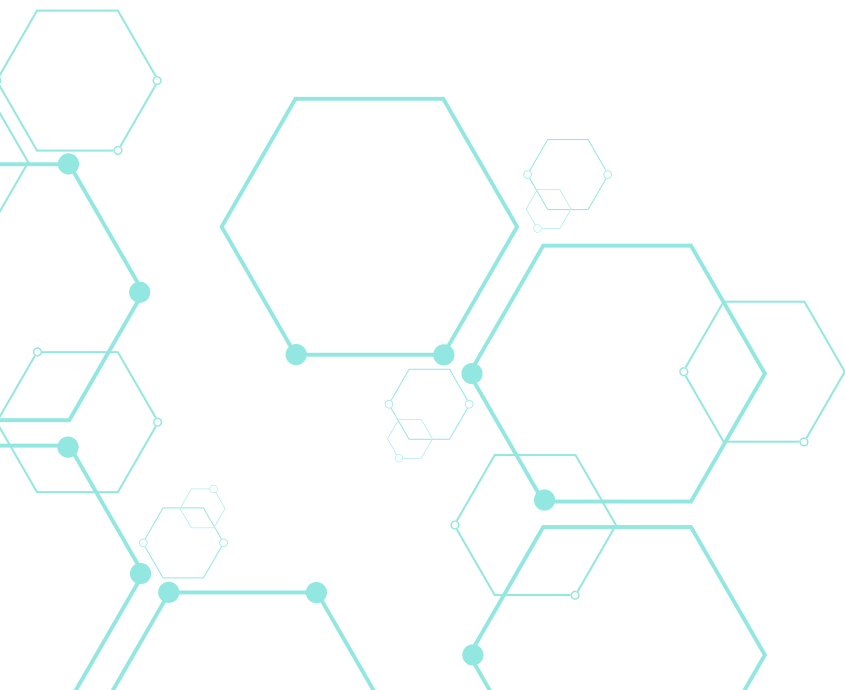
Flexible Investment Options

Deploy your assets at your convenience with complete control over your investments.



CHAPTER 2

How to Sign Up?



2

New Users

How to Sign Up?

Step-by-step guide to creating an account

The screenshot shows a registration form titled "Account Detail" with the instruction "First, fill in your account information." The form includes the following fields: "Name", "Email Address", "Phone Code" (with a dropdown menu showing "== Please Select =="), "Mobile", "Email Verification Code" (with a "Request" link), "Password" (with a note: "Must contain at least 8 characters with minimum 1 uppercase, lowercase, number and special characters."), "Password Confirmation", "PIN Code" (with a note: "Must contain 6 digits."), "PIN Code Confirmation", and "Referral Code". At the bottom, there is a checkbox for terms and conditions and a "Register" button.

Step 1: Visit the [Ingots Official Website](#)



Step 2: Fill in Your Account Details



Step 3: Verify Your Email



Step 4: Set Up Your Password & PIN Code



Step 5: Enter Referral Code

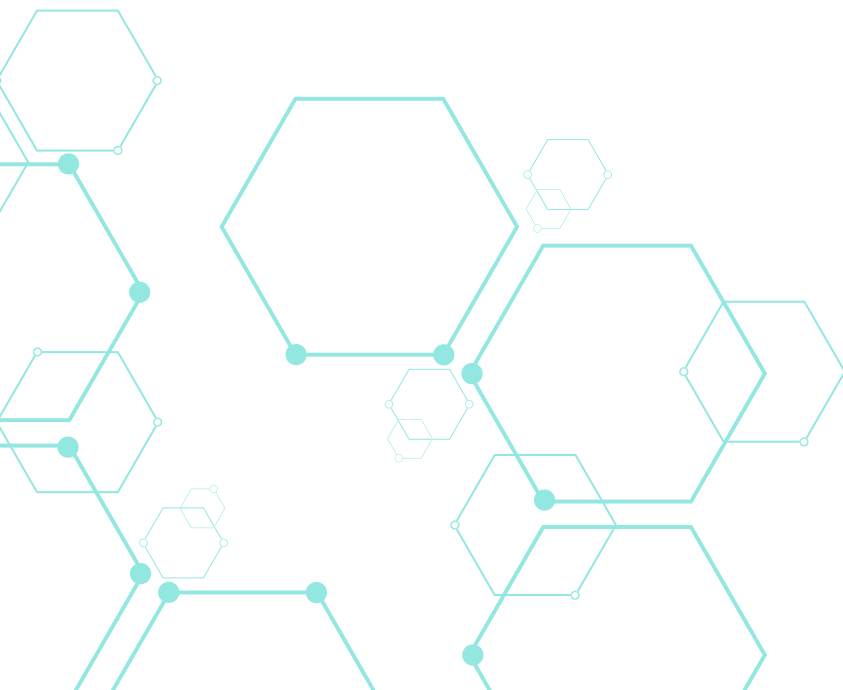


Step 6: Check the box after read terms & conditions

Click "Register" to finish Signing Up.

CHAPTER 3

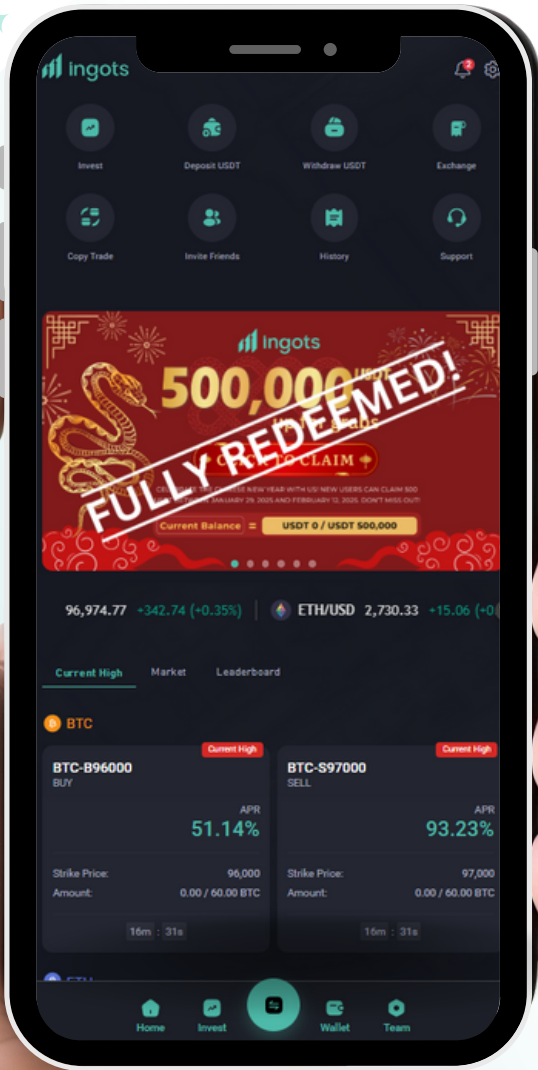
Download and Installation



3

New Users

Download & Installation



TRADE WITH

 **ingots**

ANYTIME.
ANYWHERE.



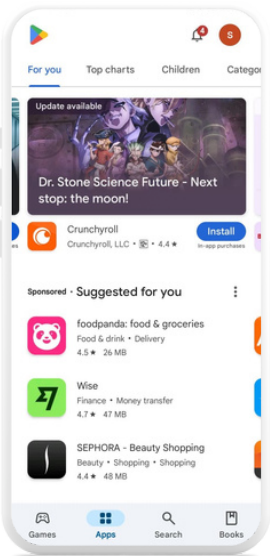
3

New Users

Download & Installation

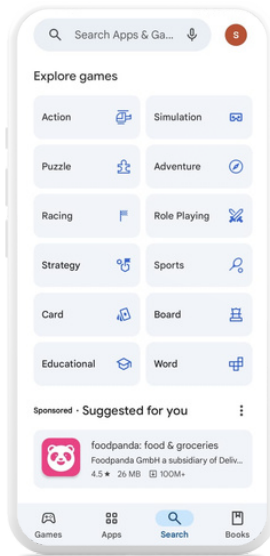
For Android users

Follow the steps or Click the icon to
Download and Install Ingots.io app on your device



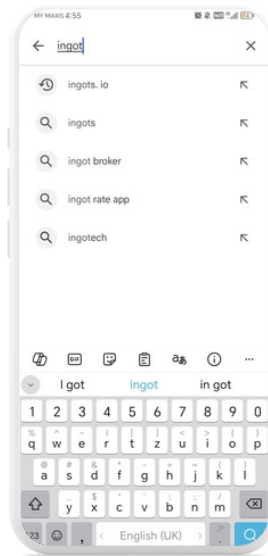
Step 1

Access to Google
Play Store



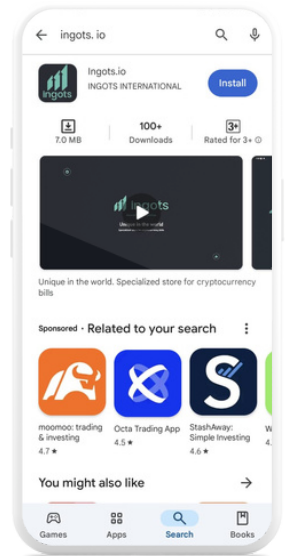
Step 2

Go to "search" bar



Step 3

Search "Ingots"



Step 4

Click "install" to
Download

Download now &
Earn daily APR average 0.26%



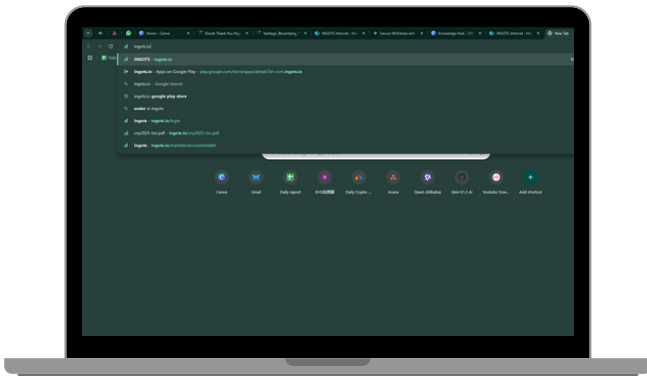
3

New Users

Download & Installation

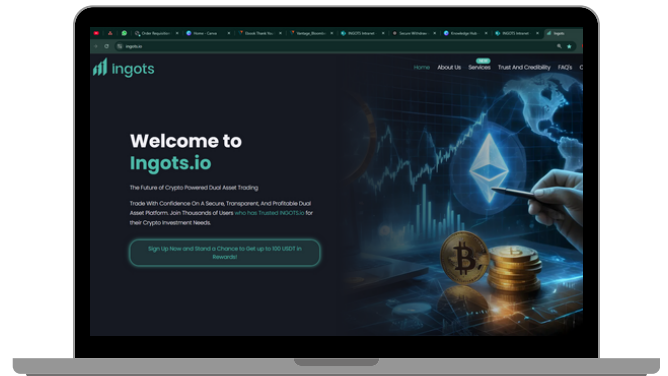
For IOS & Desktop Users

Visit www.ingots.io via any web browsers and get easy access and a seamless start with Dual Asset Investing



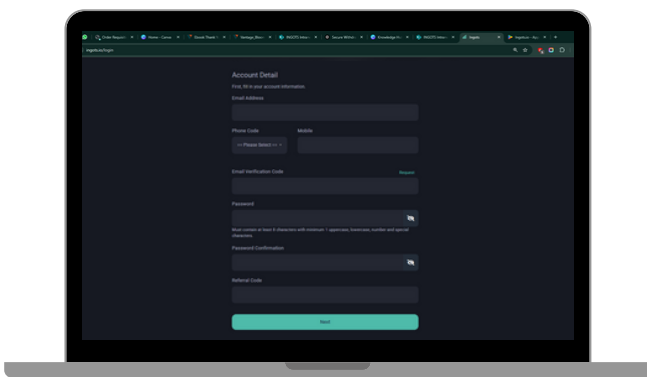
Step 1

Visit www.ingots.io



Step 2

Click "Sign up" to register an account



Step 3

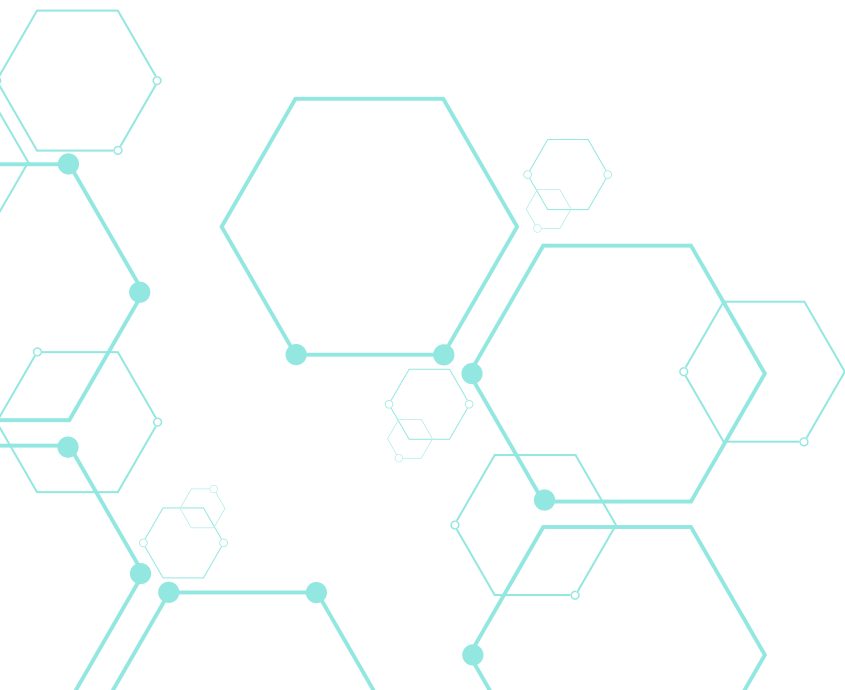
Fill up your details accordingly

Access to [Ingots.io](http://www.ingots.io)
Earn daily APR average 0.26%



CHAPTER 4

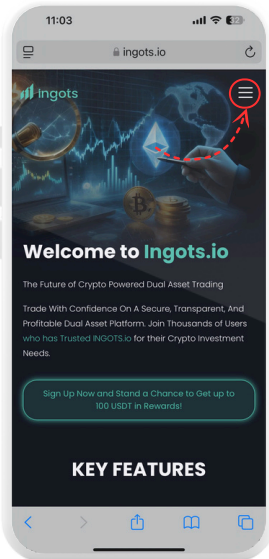
Profile Set Up



4

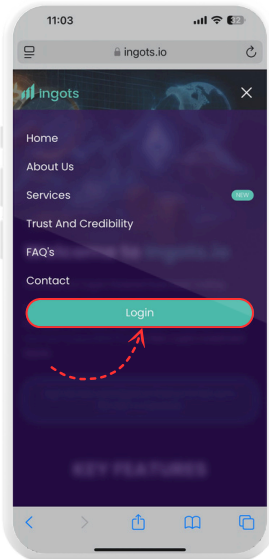
New Users How to set up your profile

Step 1



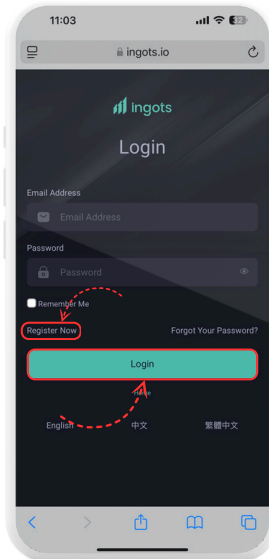
Click the “≡” Icon at the top right of the our website.

Step 2



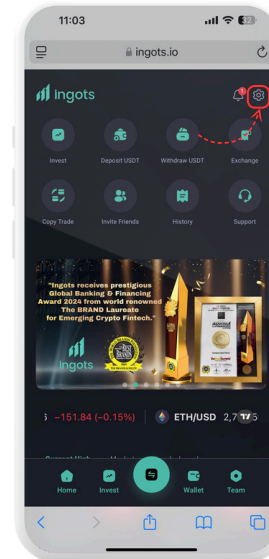
Click "Login" to access to your Ingots account.

Step 3



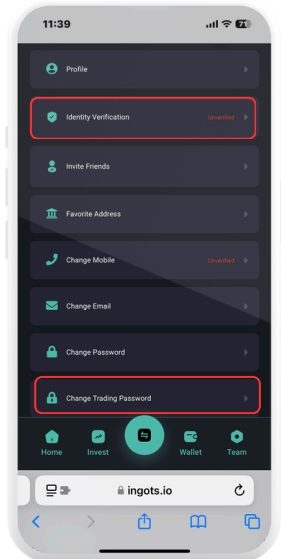
For New Users, Register an Ingots account by clicking “Register Now”.

Step 4



Click "Settings" Icon at the top right of the page.

Step 5



Complete Identity Verification (KYC) & Set up your trading password to Kickstart your FIRST Trade.

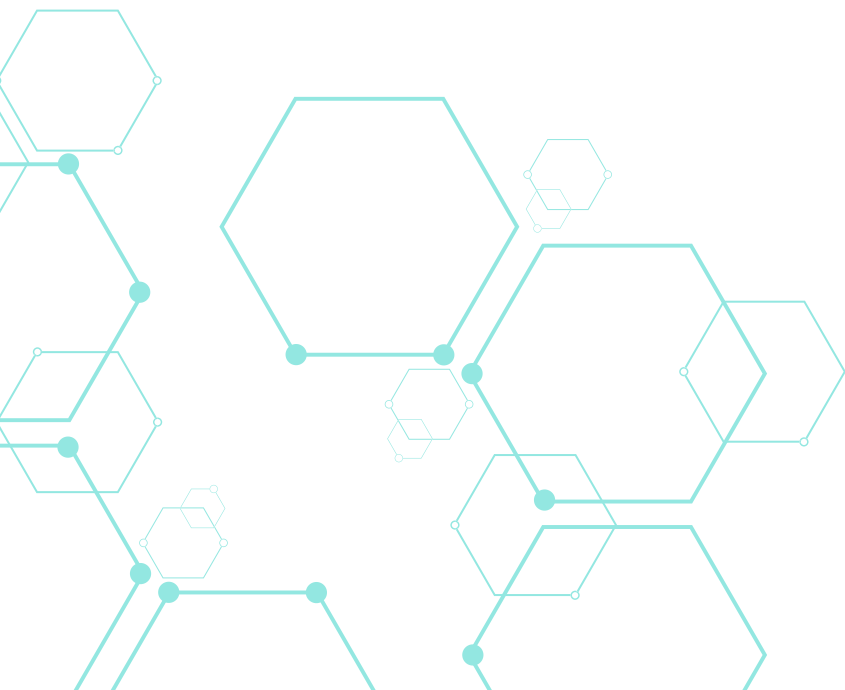


Note: Remember to complete the full setup of your account to enhance security and unlock trading access. **Happy trading, everyone!**



CHAPTER 5

Explore the Ingots App & Website



5

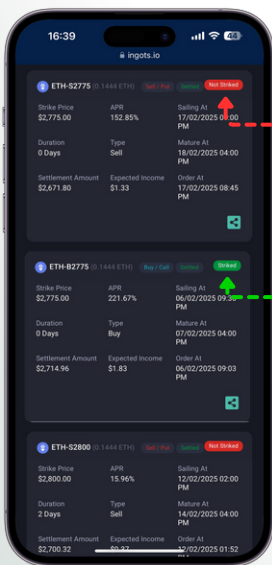
Explore the Ingots App & Website Overview of the app's interface

Homepage of www.ingots.io



5

Explore the Ingots App & Website Explanation of Key Sections

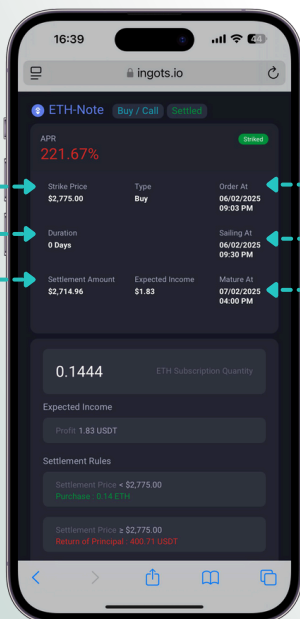


Trade Unsuccessful

Trade Successful



Market Analytics



Strike Price

Duration

Settlement Amount

Order At

Sailing At

Mature At

Strike Price

The strike price is the predefined rate at which you agree to execute a crypto trade. For example, in the "Sell BTC High, Subscribe BTC" product:

- If BTC's settlement price is below your selected strike price, no conversion happens—your principal and APR are paid in USDT.
- If the settlement price is above the strike price, both principal and APR are converted and settled in USDT.

Duration

The period of the contract, measure in days (e.g., 1 days, 2 days, 7 days, 30 days)

Settlement Amount

The "Settlement Amount" is the actual price of the crypto when the deal ends

Order At

This is the exact date and time when your dual-asset contract is activated.

Sailing At

This term refers to the real-time price of the crypto asset (e.g., BTC) that the contract "follows" during its lifespan.

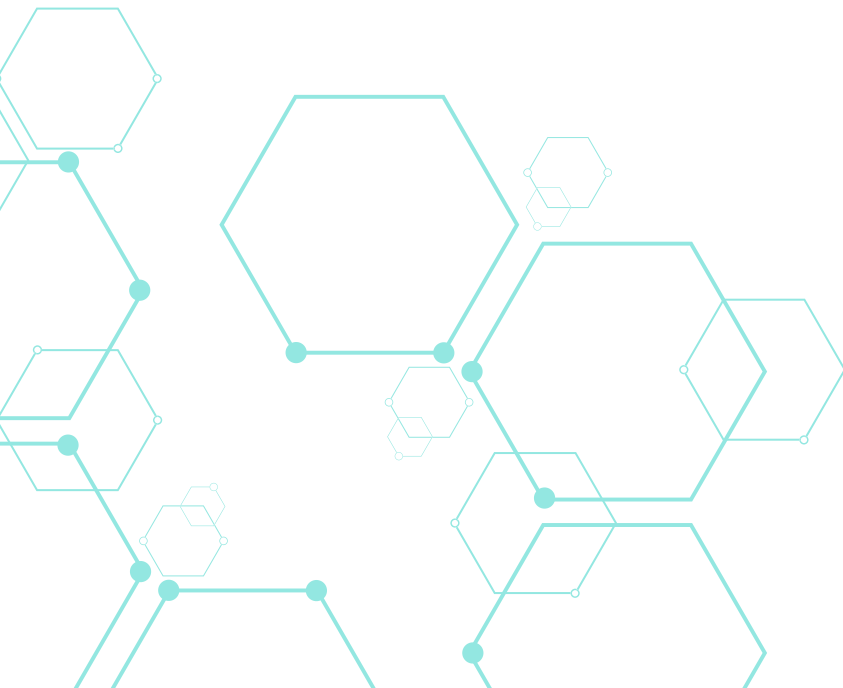
Mature At

This is the exact date and time when your dual-asset contract ends and settles



CHAPTER 6

Adding Fund (Deposit)

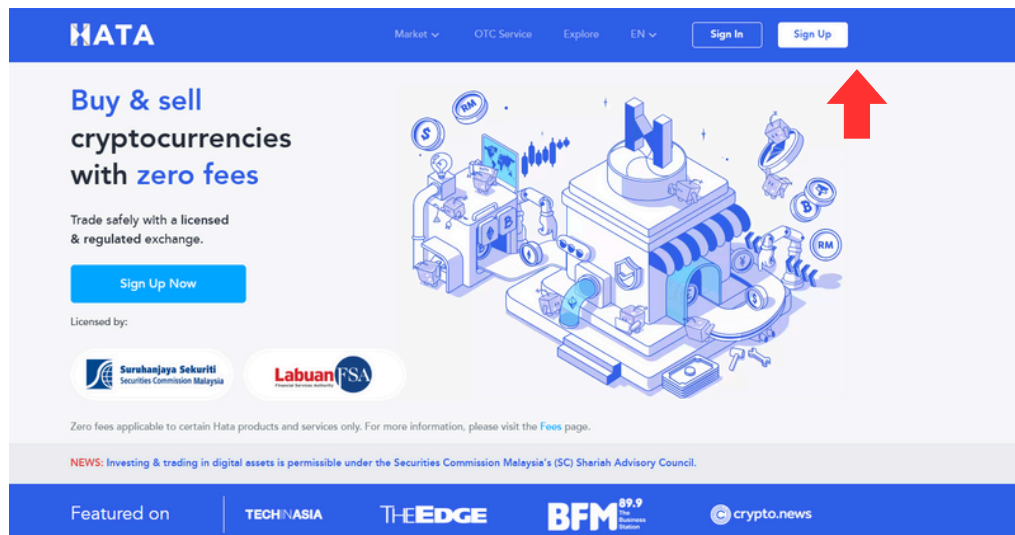


6

Adding Funds Deposit Fund to My Account

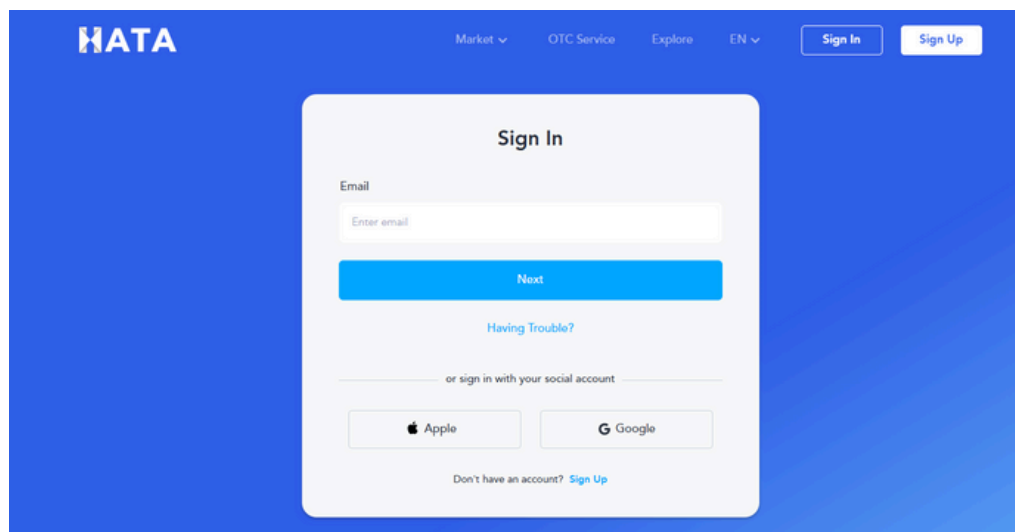
Step 1

Visit HATA website: <https://HATA.io/home>, click **“Sign Up”** to register an account



Step 2

Log in to your Registered Account



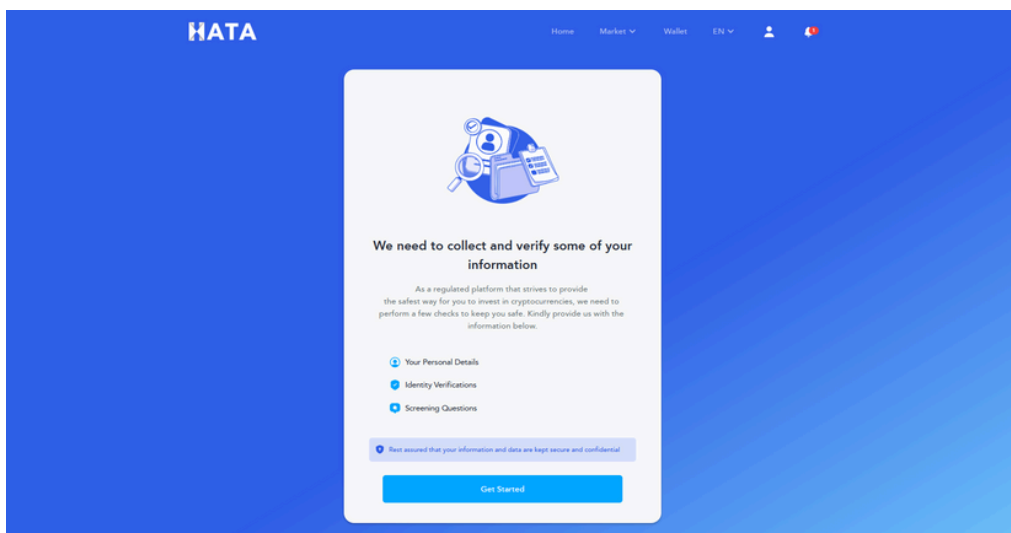
6

Adding Funds

Deposit Fund to My Account

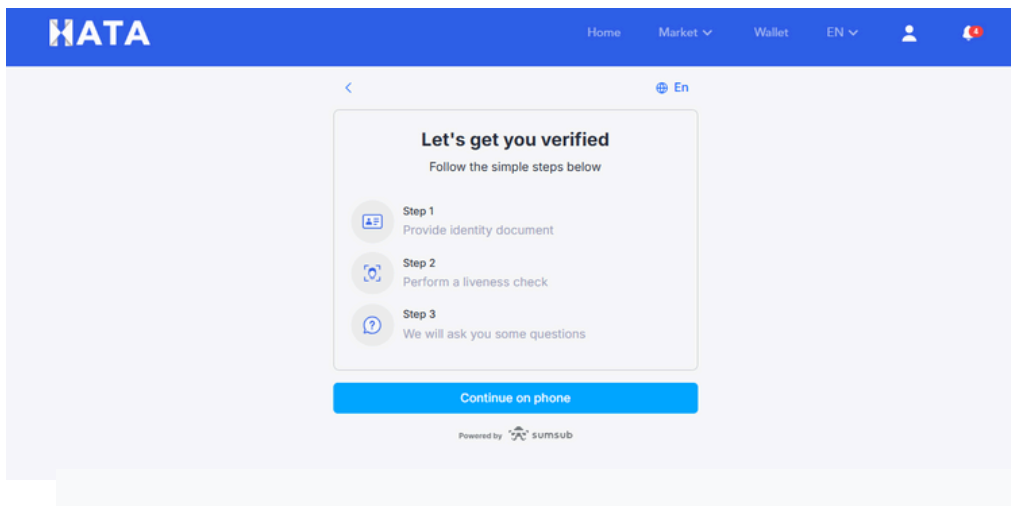
Step 3

Click "Get Started" to verify your personal information



Step 4

Complete the KYC (Know Your Customer) process. The verification typically takes a few minutes to several hours, with some cases potentially taking up to 24 hours.



6

Adding Funds

Deposit Fund to My Account

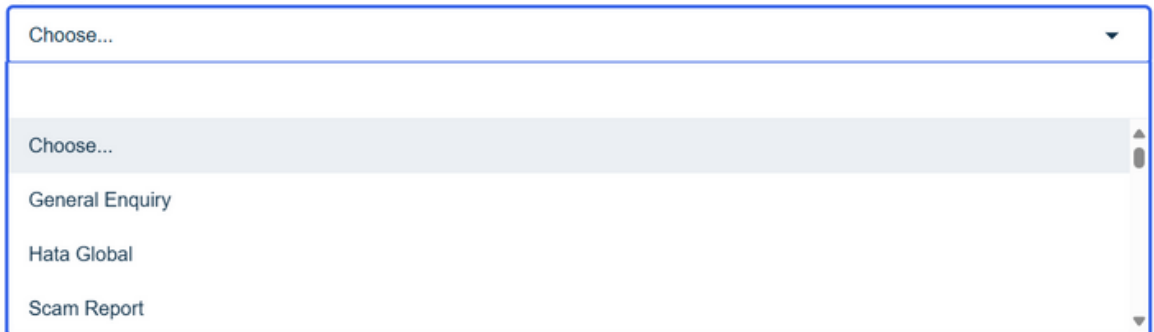
Step 5

To enable deposit funds, please activate your HATA Global account by submitting a request to HATA's Customer Support. Activation may take 1–3 business days to complete.

Step-by-Step: Submitting a Global Account Activation Request

1. Visit HATA Help Center and select [Submit a Ticket](#).
2. Under the Type dropdown menu, select **"HATA Global"**

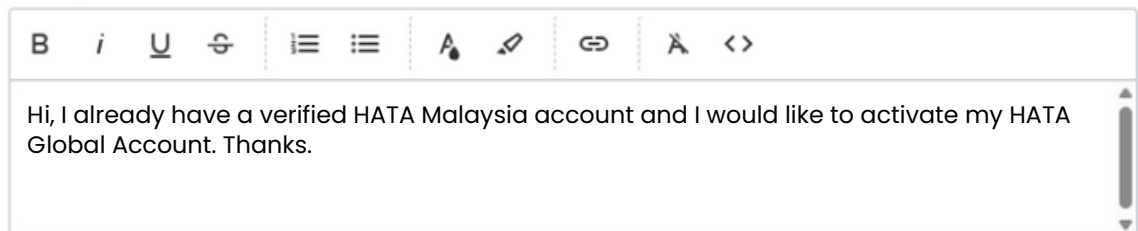
Type *



The screenshot shows a dropdown menu with the following options: Choose..., General Enquiry, Hata Global, and Scam Report. The 'Hata Global' option is highlighted.

3. In the message section, provide an information that you want to activate your HATA Global account. (or Copy Text Below)

Description *



The screenshot shows a text input field with a rich text editor toolbar. The text inside the field is: "Hi, I already have a verified HATA Malaysia account and I would like to activate my HATA Global Account. Thanks."

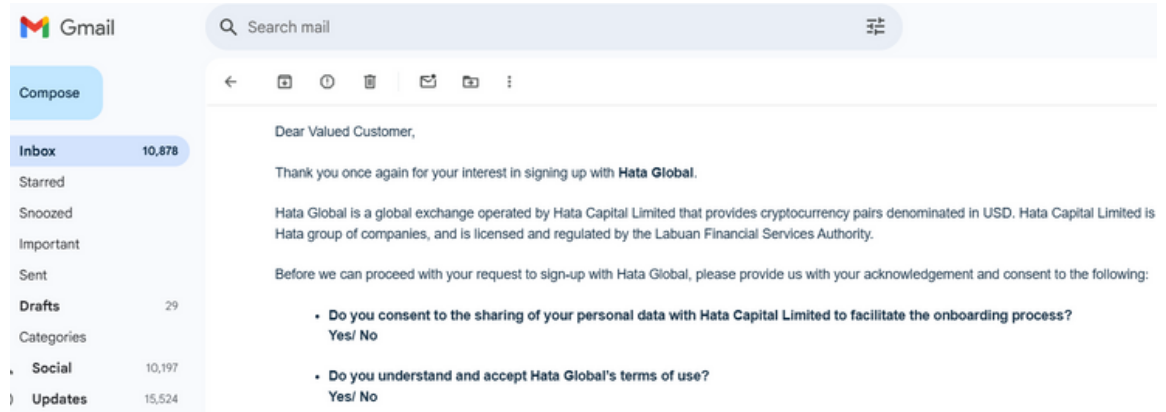
4. Click Submit to send your request.

6

Adding Funds Deposit Fund to My Account

Step 6

Once the activation success, you will receive an Email Notification.



Step 7

Now, go back to [HATA Website](#)

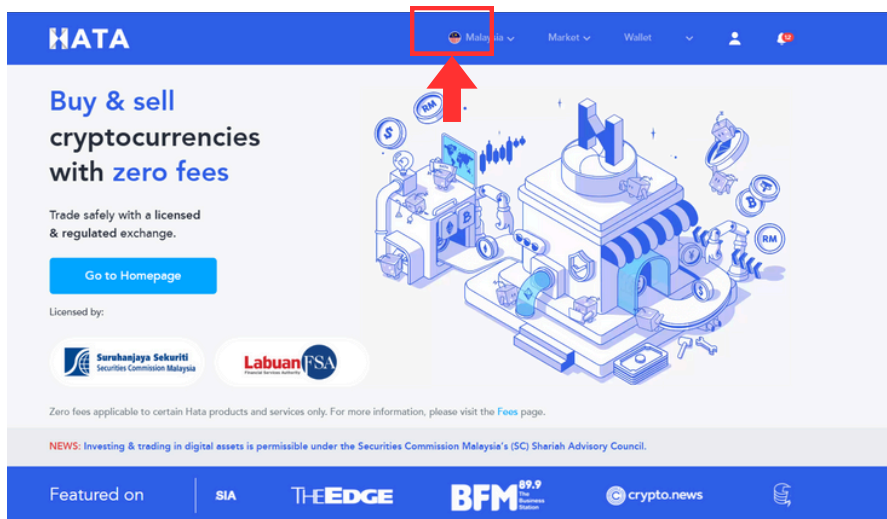


6

Adding Funds Deposit Fund to My Account

Step 8

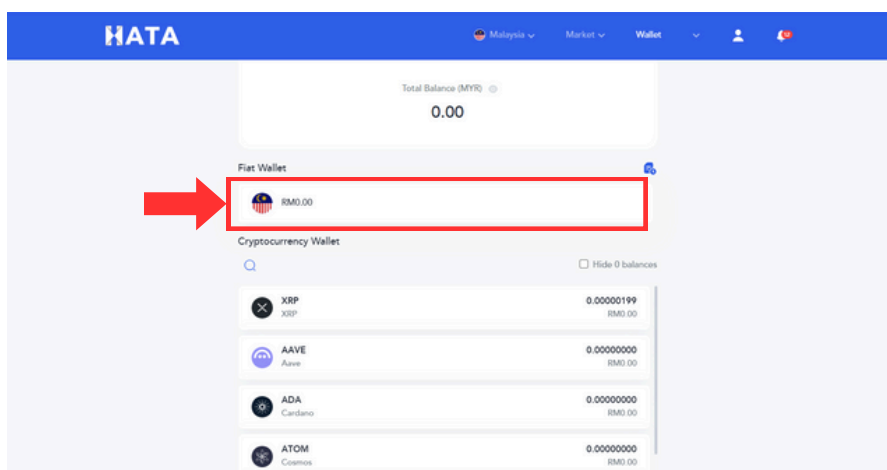
Click on **“Wallet”** on the top right corner



Step 9

At this page, you get all your information of your MYR Wallet balance and Cryptocurrency holding balance.

Click on **“Deposit”**, and Malaysia Currency in **FIAT Wallet**.



6

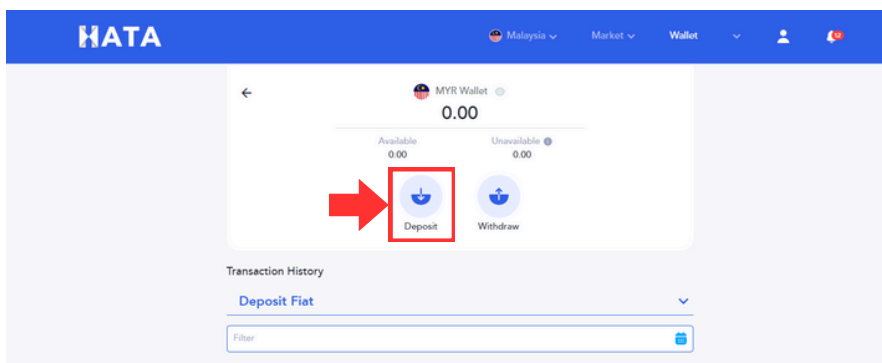
Adding Funds

Deposit Fund to My Account

Step 10

After you have click on **"FIAT Wallet"** from the previous page, you will land on this page.

To deposit, click on **"Deposit"**.



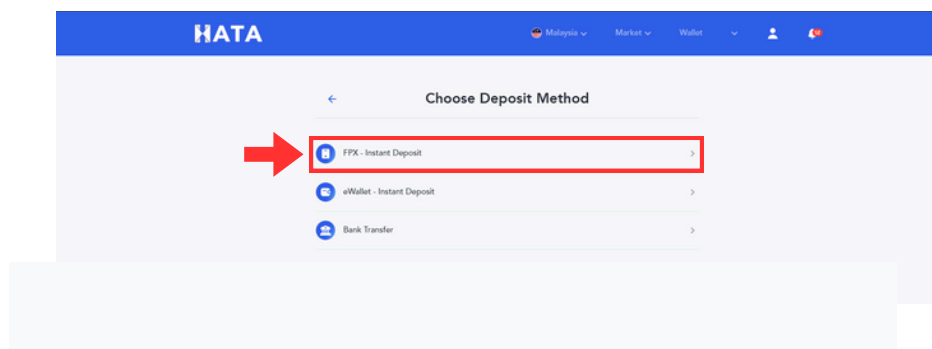
Step 11

HATA offer a range of option for you to choose from:

1. FPX – Instant Deposit
2. eWallet – Instant Deposit
3. Bank Transfer

For the convenience, we will go with **"FPX – Instant Deposit"**

**Follow through the instruction*



6

Adding Funds

Deposit Fund to My Account

Step 12

Please key-in the amount you wish to deposit. Then click **“Continue”**

IMPORTANT

Take note of the charges and important notices by HATA to avoid any complications.

HATA

Malaysia Market Wallet EN

← Insert Deposit Amount

Deposit

100 MYR

Prevent deposit delays

- Make the deposit from your personal account.
- The name of the bank account holder must match the name you signed up with Hata.
- Deposits made from someone else's bank account will be refunded.

Continue

Step 13

Please take note of the amount and understand all the charges before continuing to the next step.

From there on, follow through the steps by FPX.

HATA

Malaysia Market Wallet EN

← Instant Deposit via FPX

Once you continue, we'll redirect you to FPX to complete your deposit.

Amount (MYR)	100.00
Convenience Fees (MYR)	0.80
Total Amount (MYR)	99.20

Continue to FPX

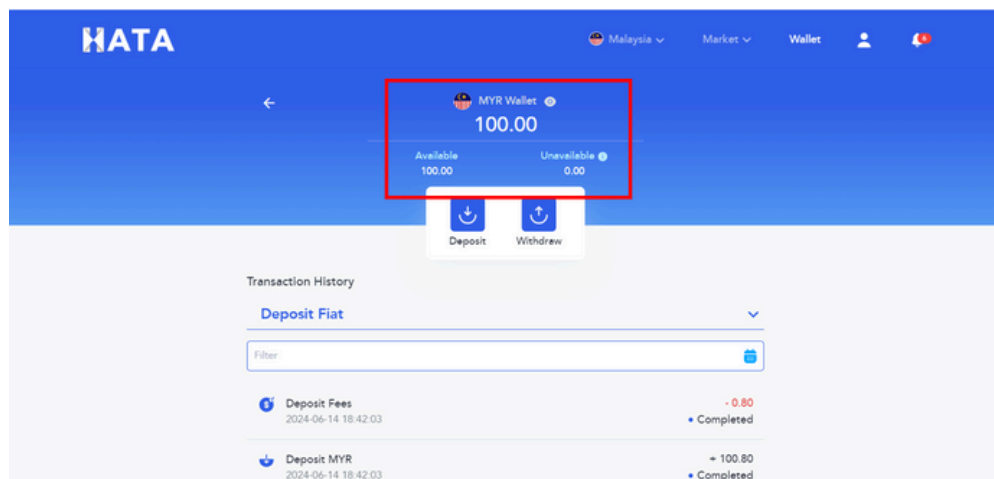
6

Adding Funds

Deposit Fund to My Account

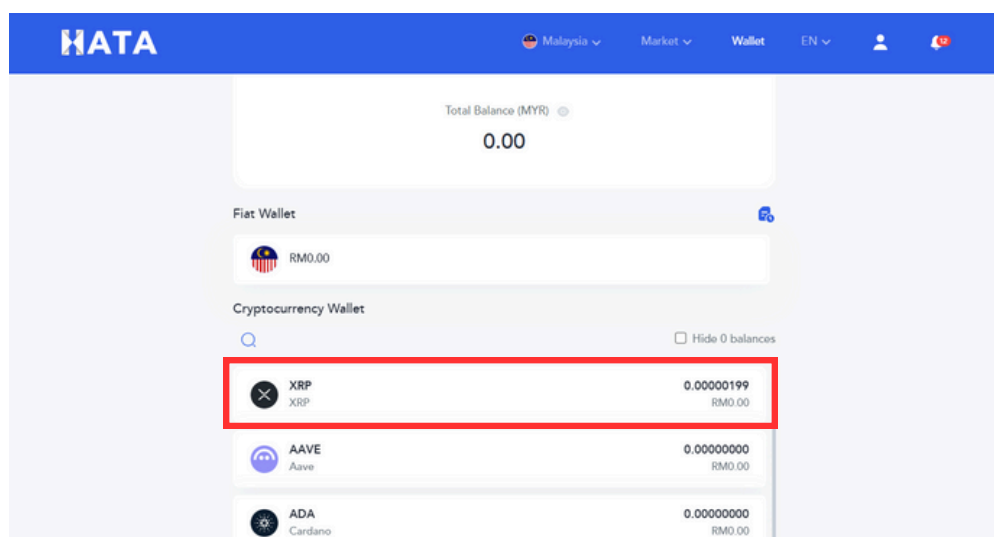
Step 14

Congratulation! You have successfully deposit into HATA Digital Exchange Platform.



Step 15

Please search for **XRP** under "Cryptocurrency Wallet"



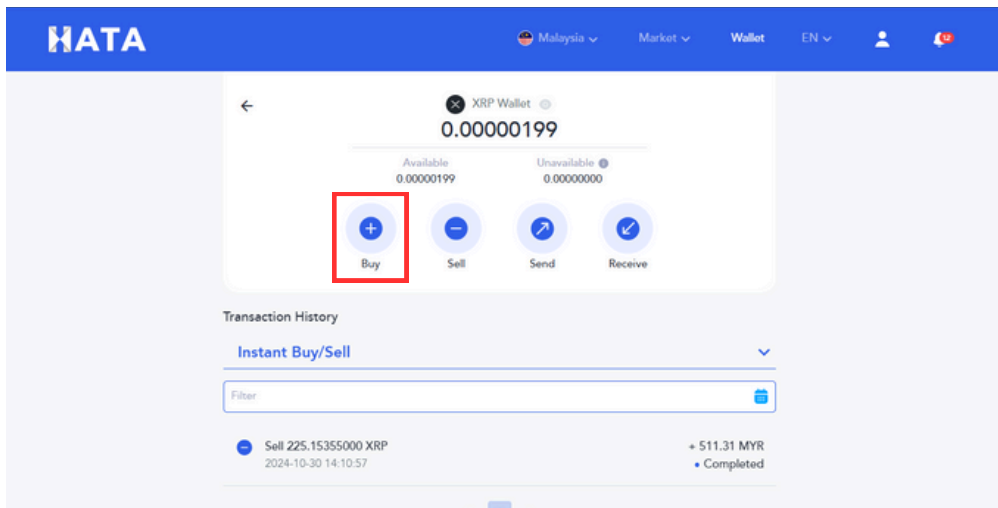
6

Adding Funds

Deposit Fund to My Account

Step 16

Click on **“Buy”** Button to buy XRP crypto to Malaysia Ringgit (MYR)



6

Adding Funds

Deposit Fund to My Account

Step 17

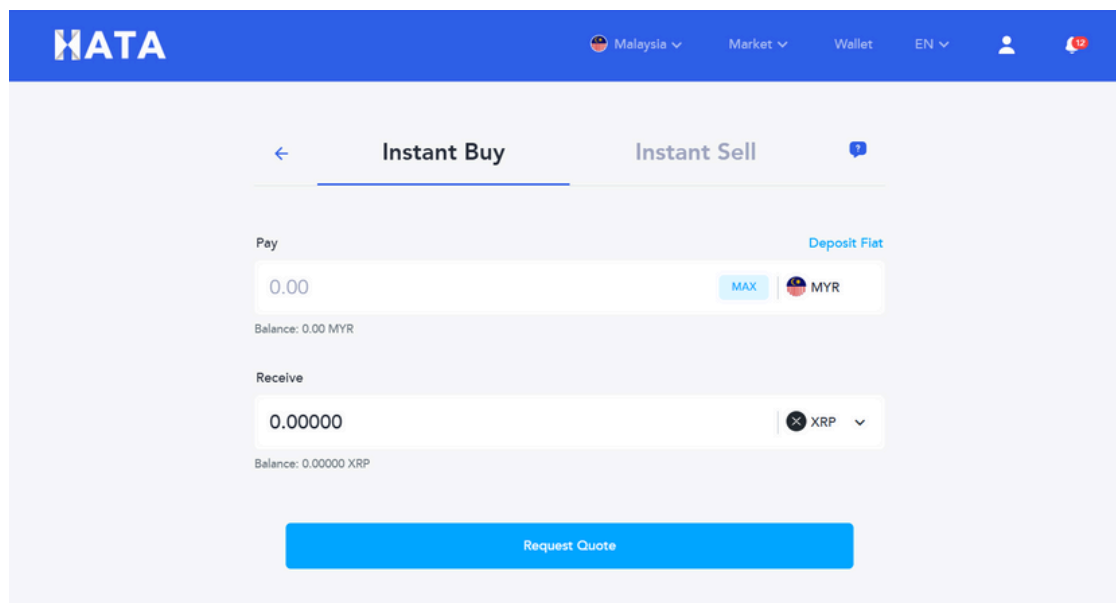
Enter the amount of MYR you wish to buy and agreed to the price you will be receiving in XRP.

Choose **“XRP”** from the options listed in the 'Receive' section

Proceed by clicking on **“Request Quote”**. Follow the steps that is required.

Note:

XRP is a low-volatility cryptocurrency, making it ideal for buying and selling against the Malaysian Ringgit (MYR) to minimize potential market losses



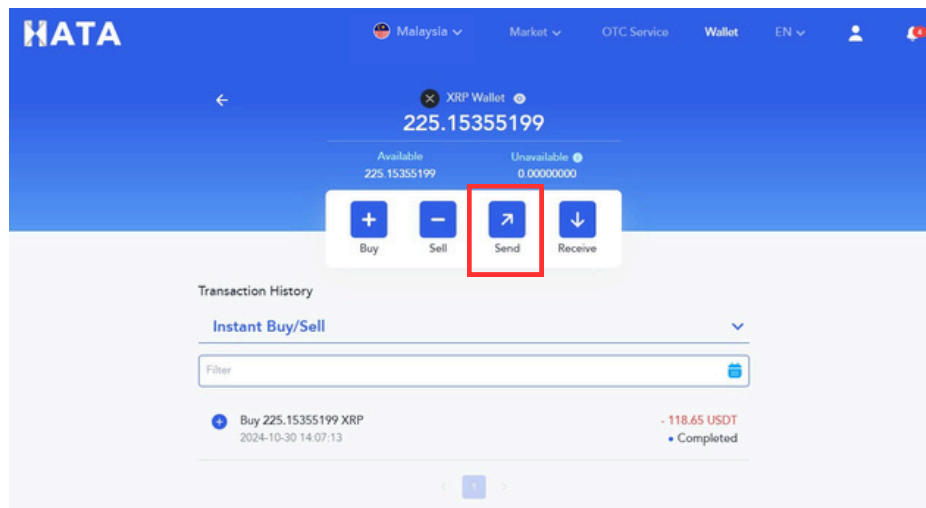
The screenshot displays the HATA trading interface for an 'Instant Buy' transaction. At the top, the HATA logo is on the left, and navigation options for 'Malaysia', 'Market', 'Wallet', 'EN', and a user profile icon are on the right. The main content area is divided into two tabs: 'Instant Buy' (selected) and 'Instant Sell'. Below the tabs, there are two input sections. The 'Pay' section is labeled 'Deposit Fiat' and shows a value of '0.00' with a 'MAX' button and a 'MYR' currency selector. Below this, it indicates 'Balance: 0.00 MYR'. The 'Receive' section shows a value of '0.00000' with an 'XRP' currency selector. Below this, it indicates 'Balance: 0.00000 XRP'. At the bottom of the form is a prominent blue button labeled 'Request Quote'.

6

Adding Funds Deposit Fund to My Account

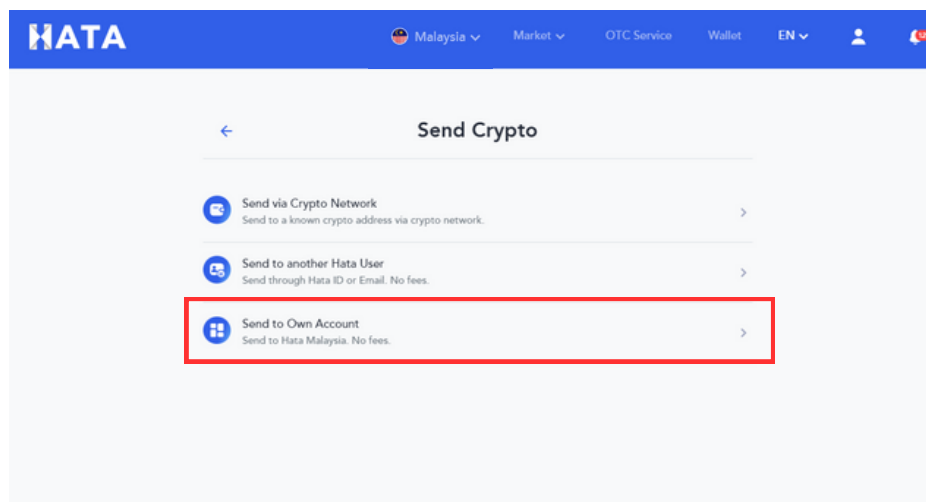
Step 18

Select **“Send”** button to transfer your XRP from HATA Global to HATA Malaysia.



Step 19

Select **“Send to Own Account”**



6

Adding Funds

Deposit Fund to My Account

Step 20

Enter the amount of Ripple (XRP) you wish to send from HATA Malaysia to HATA Global. Then, click **“Next”**.

The screenshot shows the HATA mobile application interface for sending crypto. The top navigation bar includes 'HATA', 'Malaysia', 'Market', 'OTC Service', 'Wallet', 'EN', and a user profile icon. The main screen is titled 'Send Crypto'. Under 'Send To', 'HATA Global' is selected. The 'Enter Amount' field is highlighted with a red box and contains '0.00000000'. Below this field, it says '= 0.00 USD' and 'Available: 0.00000000 XRP'. There is a 'Note' field with the placeholder 'Enter note'. At the bottom, a blue 'Next' button is highlighted with a red box.

Step 21

Upon transfer done, you will see this page notify you that your XRP has send to HATA Global.

The screenshot shows the HATA mobile application interface for the completion of a crypto transfer. The top navigation bar includes 'HATA', 'Global', 'Market', 'OTC Service', 'Wallet', 'EN', and a user profile icon. The main screen is titled 'Send Crypto'. A confirmation message is displayed: '225.15355199 XRP Send crypto to HATA Global Completed'. Below this, there is a table with transaction details:

Date	2024-10-30 14:09:04
Request ID	[Redacted]
Send To	Hata Malaysia
Network Fee (XRP)	(0%) 0.00000000
Send Amount (XRP)	225.15355199
Note	--

At the bottom, there is a blue 'Done' button.

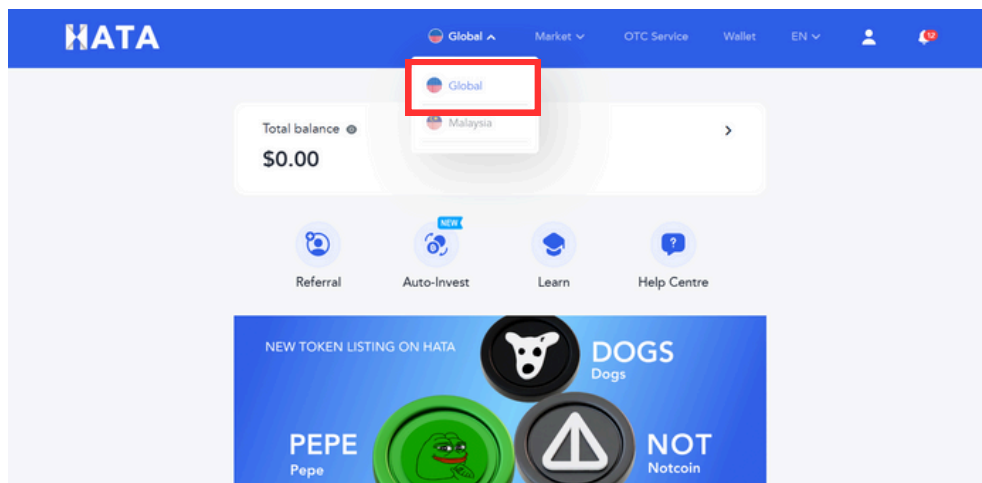
6

Adding Funds

Deposit Fund to My Account

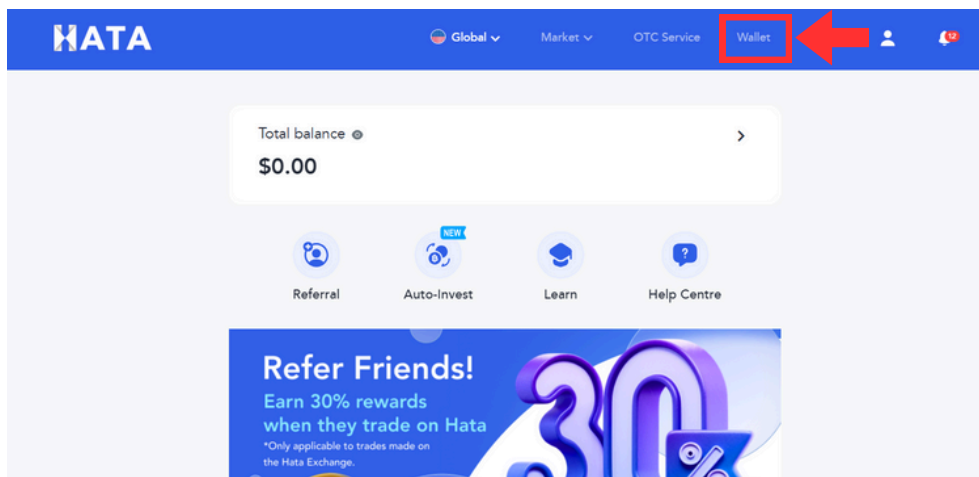
Step 22

Now, switch your HATA Malaysia to HATA Global



Step 23

Once you switch to HATA Global
Click on **“Wallet”** on the top right corner

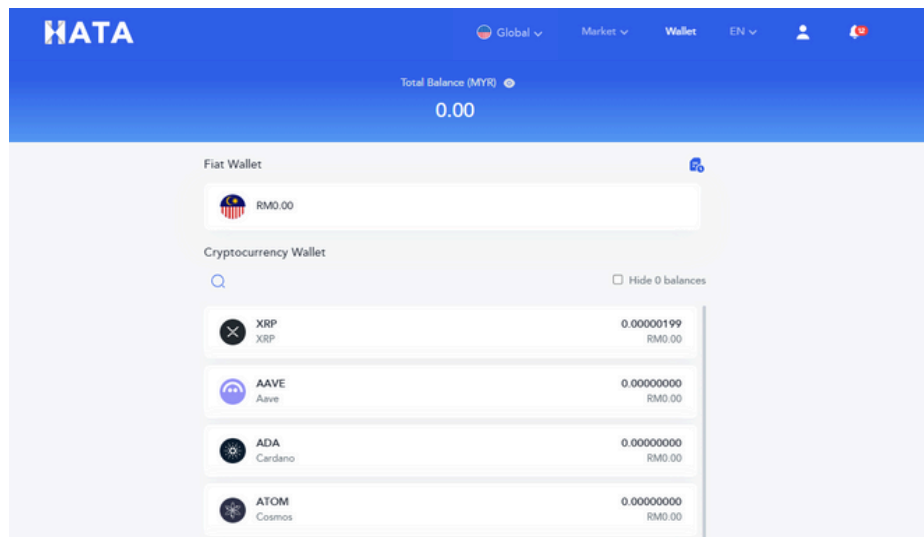


6

Adding Funds Deposit Fund to My Account

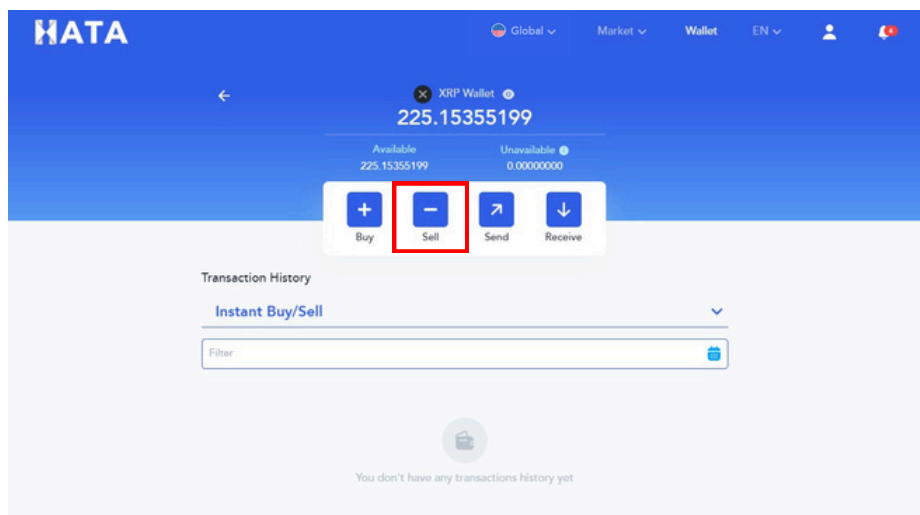
Step 24

Please search for **XRP** under "Cryptocurrency Wallet"



Step 25

Click on **"Sell"** Button to sell XRP crypto to Malaysia Ringgit (MYR)

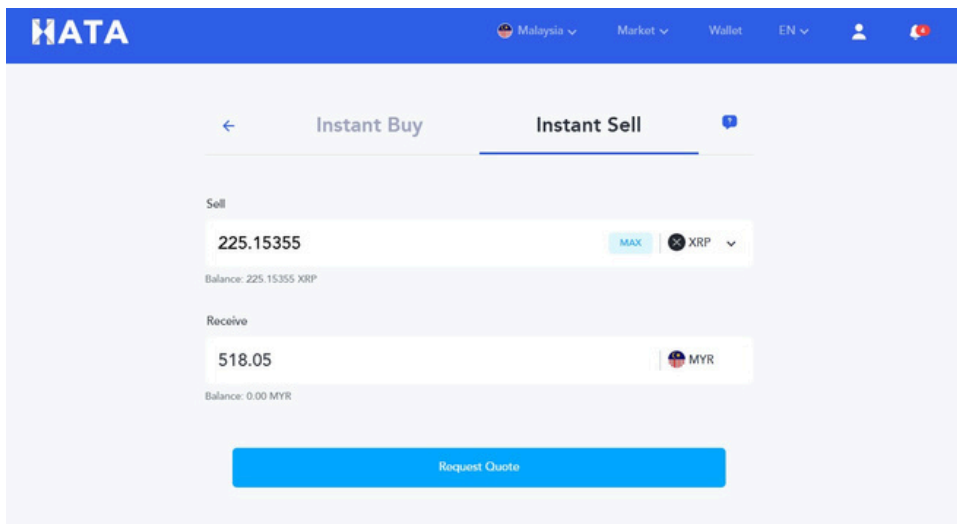


6

Adding Funds Deposit Fund to My Account

Step 26

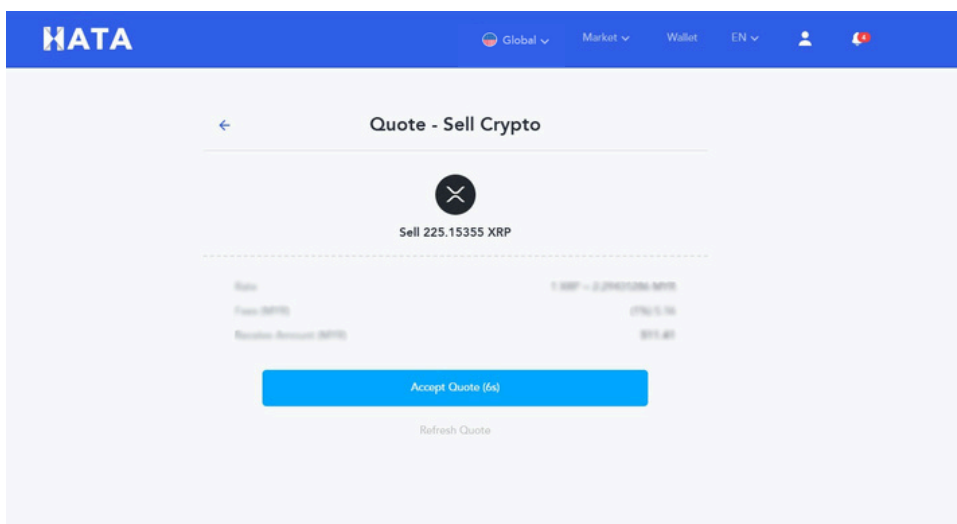
Enter the amount of Ripple (XRP) you wish to sell and agreed to the price you will be receiving in Malaysia Ringgit (MYR).



The screenshot shows the HATA mobile application interface for an 'Instant Sell' transaction. At the top, the HATA logo is on the left, and navigation options for 'Malaysia', 'Market', 'Wallet', 'EN', and a user profile icon are on the right. Below the navigation bar, there are two tabs: 'Instant Buy' and 'Instant Sell', with 'Instant Sell' being the active tab. The main content area is divided into two sections: 'Sell' and 'Receive'. In the 'Sell' section, the amount '225.15355' is entered in a text field, with a 'MAX' button and an 'XRP' dropdown menu to its right. Below this, it says 'Balance: 225.15355 XRP'. In the 'Receive' section, the amount '518.05' is shown, with a 'MYR' dropdown menu to its right. Below this, it says 'Balance: 0.00 MYR'. At the bottom of the form is a large blue button labeled 'Request Quote'.

Step 27

Proceed by clicking on **“Accept Quote”**.



The screenshot shows the HATA mobile application interface for a 'Quote - Sell Crypto' transaction. At the top, the HATA logo is on the left, and navigation options for 'Global', 'Market', 'Wallet', 'EN', and a user profile icon are on the right. Below the navigation bar, there is a back arrow and the title 'Quote - Sell Crypto'. In the center, there is a large circular icon with an 'X' inside, and the text 'Sell 225.15355 XRP' below it. Below this, there is a table with the following data: 'Rate' (1 XRP = 2.2991286 MYR), 'From (XRP)' (225.15355), 'To (MYR)' (518.05), and 'Receive Amount (MYR)' (518.05). At the bottom of the form is a large blue button labeled 'Accept Quote (6s)'. Below this button is a smaller link labeled 'Refresh Quote'.

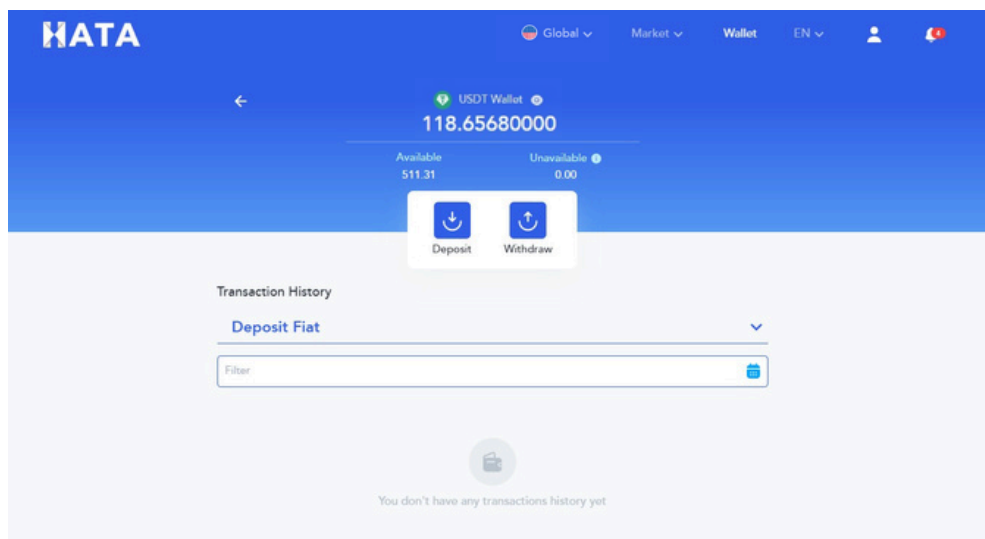
6

Adding Funds

Deposit Fund to My Account

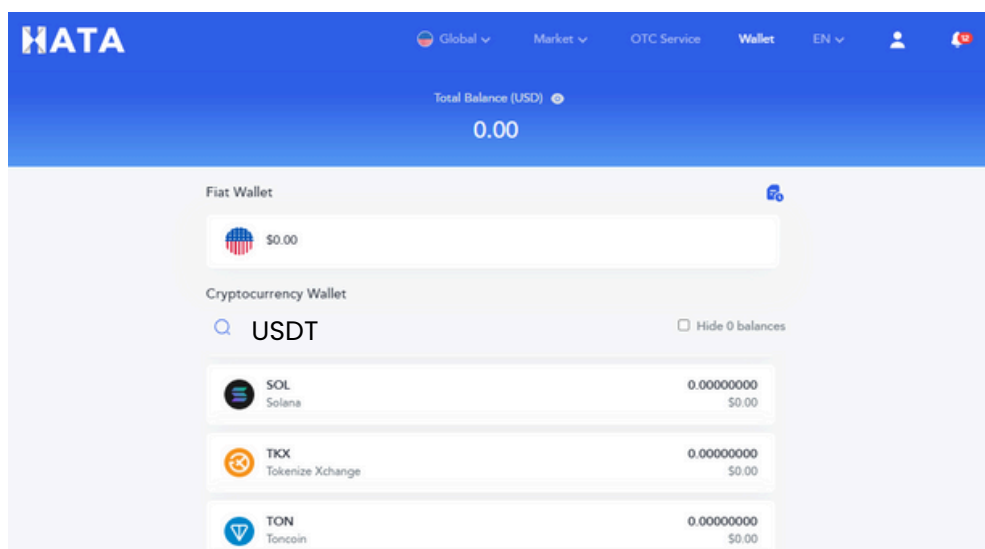
Step 28

Once you have successfully sell XRP, the corresponding USDT amount will be reflected in your HATA wallet.



Step 29

Please search for **USDT** under **"Cryptocurrency Wallet"** & click on it.



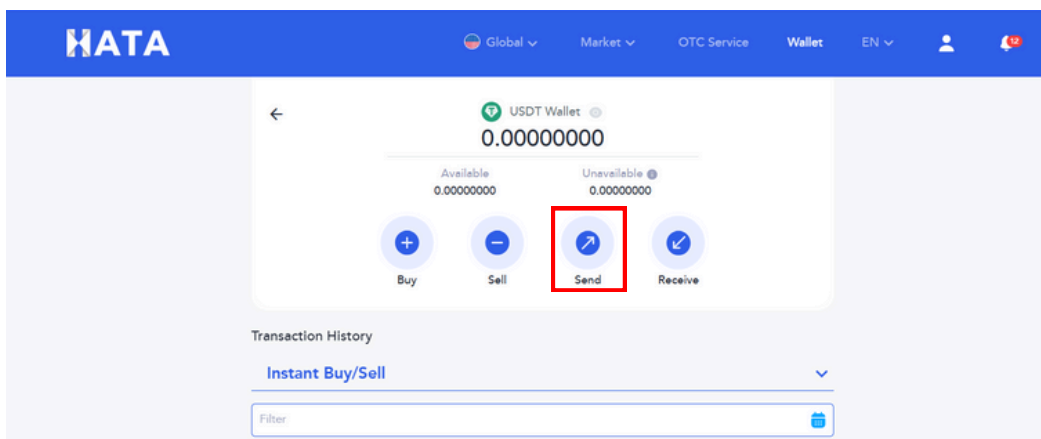
6

Adding Funds

Deposit Fund to My Account

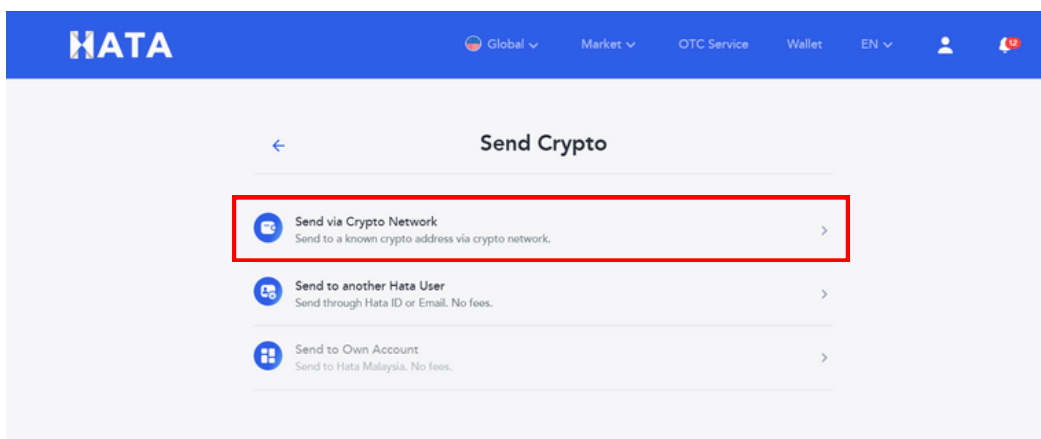
Step 30

Once you have selected USDT on the previous step, you will lead to this page. Click on **“Send”** to transfer your HATA’s Tether (USDT) to Ingots.



Step 31

Select **“Send via Crypto Network”**



6

Adding Funds Deposit Fund to My Account

Step 32

Proceed to key-in the relevant information.

*** IMPORTANT**

Please ensure all the information provided in the previous page is accurate to previous lost of Digital Asset.

The screenshot shows the 'Send Crypto' interface on the HATA platform. The interface includes the following fields and annotations:

- 1** **Refer to the Next Page to obtain your INGOTS wallet address**: Points to the 'Enter wallet address' input field.
- 2** **Input your FULL Name**: Points to the 'Enter recipient name' input field.
- 3** **Select "TRON Network (TRC20)"**: Points to the 'Network' dropdown menu.
- 4** **Select "Wallet" & select "Others, please specify" - Input "INGOTS"**: Points to the 'Choose Platform' dropdown menu.
- 5** **Input the amount you wish to send over.**: Points to the 'Enter Amount' input field.
- 6** **Optional Note**: Points to the 'Enter note' input field.
- 7** **You may tick the checkbox to "Add to address book" for future convenience.**: Points to the 'Add to address book' checkbox.
- 8** **Once you are done, click "Next".**: Points to the 'Next' button.

A red arrow points from the 'Next' button area down towards the bottom of the page.

6

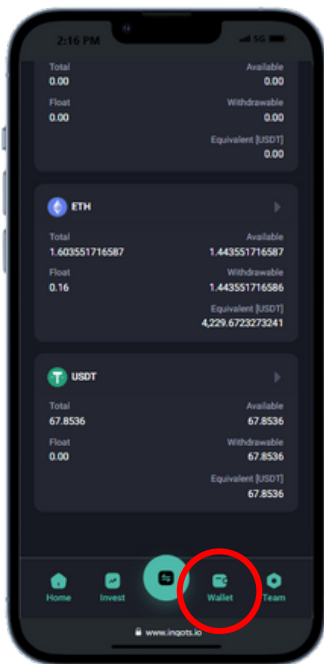
Adding Funds

Deposit Fund to My Account

* Notes

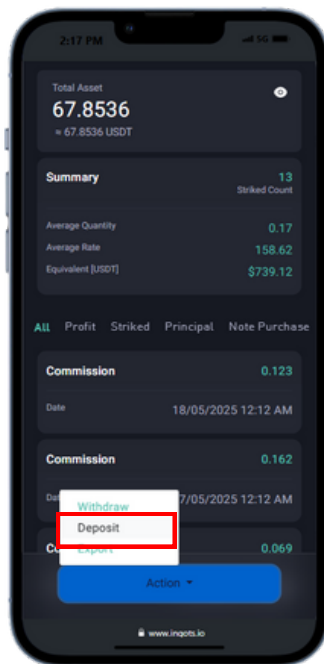
Please follow the below steps to find your **Ingots Wallet Address**.

Step 1



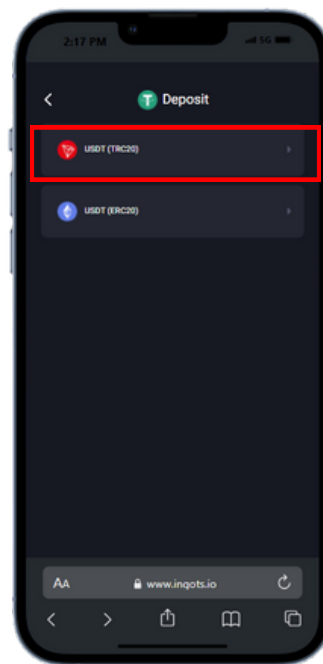
Click "Wallet"
below

Step 2



Click "Action"
then "Deposit"

Step 3



Select
USD (TRC20)

Step 4



You can find your
Ingots Wallet
Address here.

6

Adding Funds Deposit Fund to My Account

Step 33

Select the right description for this “Declaration for Investment Abroad” and click **“Next”**.

HATA

Global Market Wallet

Declaration for Investments Abroad

Do not have Domestic Ringgit Borrowing.

Do have Domestic Ringgit Borrowing and confirm that my total investment (including the investment amount in this application, and any onshore or offshore Foreign Currency Asset Investments), does not exceed RM 1 million or equivalent in aggregate for this calendar year, as mandated by the limit imposed by Bank Negara Malaysia.

*Domestic Ringgit Borrowing refers to any funds borrowed in ringgit by yourself from another resident (i.e. Financial Institution), excluding one (1) housing loan and one (1) vehicle loan.

Next

Step 34

Please ensure all the information is accurate and understood of any charges that may applies, then click **“Confirm”**.

HATA

Global Malaysia Market Wallet

Confirm Send Details

ETH

Send crypto via crypto network.

Wallet Address

Network

Network Fee (ETH)

Send Amount (ETH)

Note

Confirm

Step 35

Enter the **Verification Code** sent to your email, along with your Two-Factor Authentication (2FA) code.

HATA

Global Malaysia Market Wallet

Verification

Send verification code to william.bizconsultant@gmail.com

Enter verification code

Send Code (45s)

Two-factor authentication (2FA) code

Enter authentication code

Paste

Next

Having Trouble?

6

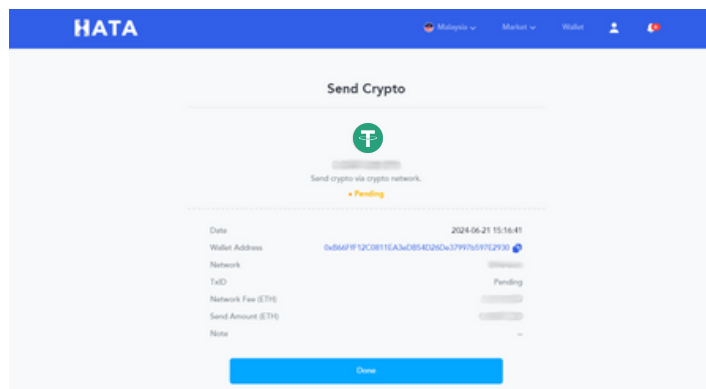
Adding Funds

Deposit Fund to My Account

Step 36

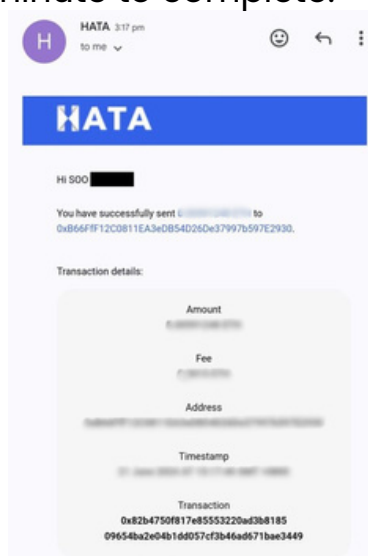
At this step, you have successfully request to send the Digital Asset over to **INGOTS Wallet**. It may take up to 5 minutes to reflect in your INGOTS wallet, depending on the crypto network.

You should receive an email from HATA notifying you on the status of your transaction.



Step 37

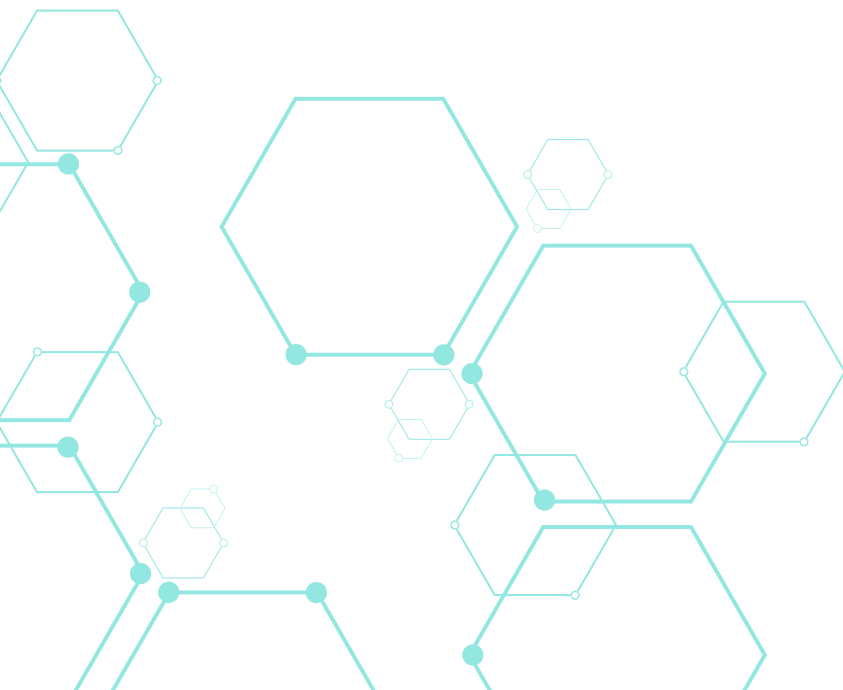
This is the exact email you will received. In this case, the transaction took less than a minute to complete.





CHAPTER 7

Withdrawing Funds



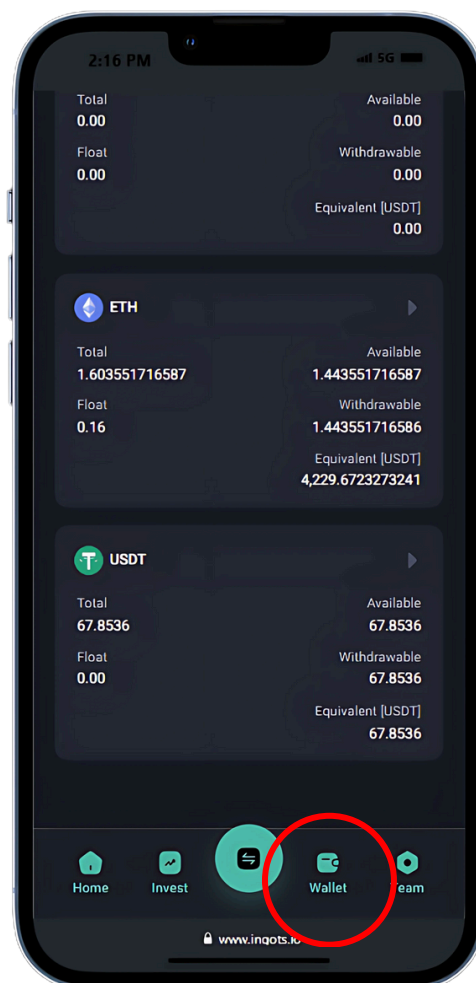
7

Making Transactions How to withdraw?

Step 1

Login your Ingots account at <https://ingots.io/>

Click on **“Wallet”** at the bottom panel



7

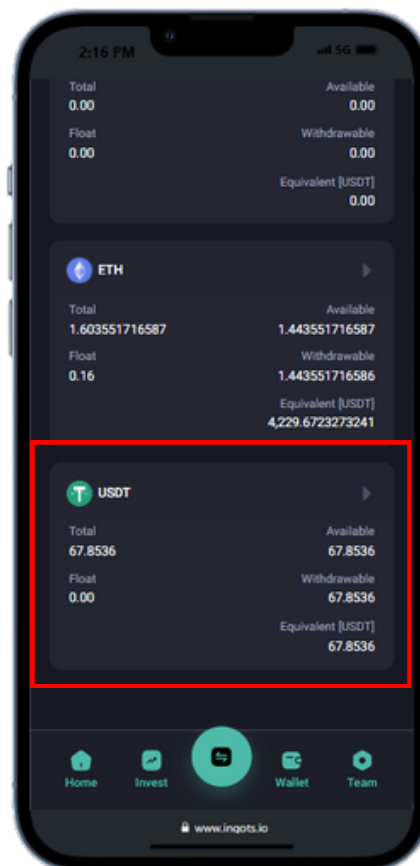
Making Transactions How to withdraw?

Step 2

You can view all your cryptocurrency holdings on the INGOTS Platform. To withdraw, simply select from the following wallets:

1. Bitcoin (BTC)
2. Ethereum (ETH)
3. USDT (Tether)

Click on the wallet you wish to withdraw from.
For this example, we'll use USDT (Tether).



7

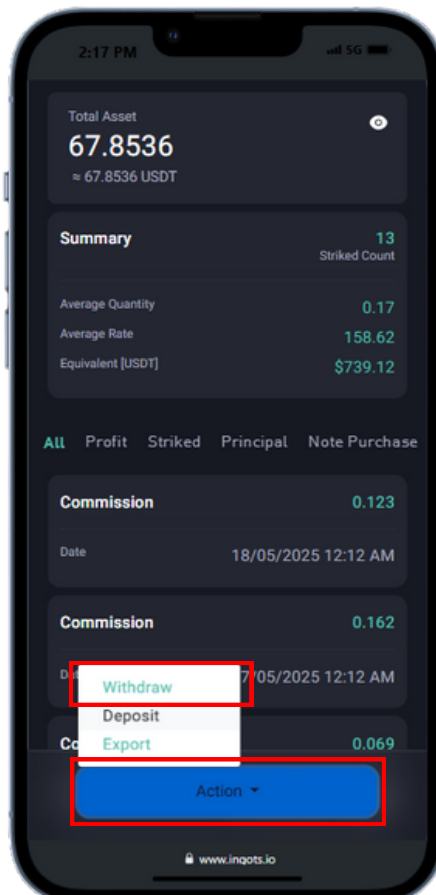
Making Transactions How to withdraw?

Step 3

Tap the "Action" button at the bottom, then select "Withdraw".



The minimum withdrawal amount is **100 USDT** after deducting the withdrawal fee. INGOTS charges a flat network fee of 1 USDT per withdrawal. To meet the minimum requirement, users are advised to withdraw at least 101 USDT.



7

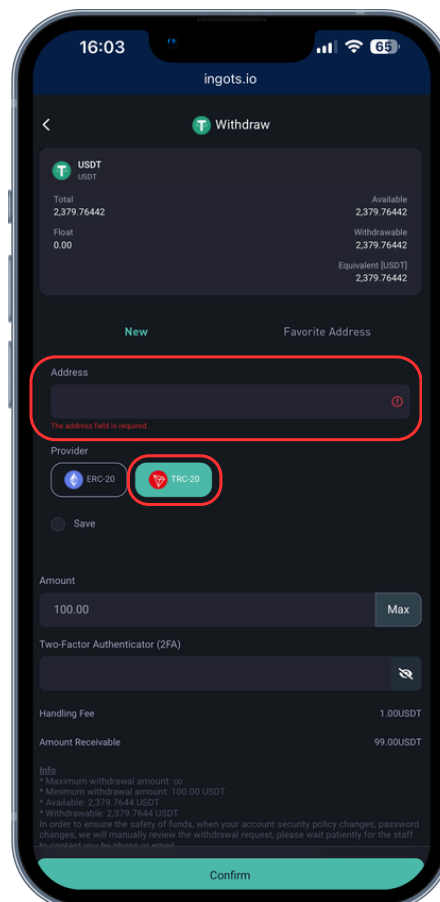
Making Transactions How to withdraw?

Step 4

In the **“Address”** field, paste your HATA USDT (Tether) wallet address. (Refer to Step 11 for instructions on how to obtain your wallet address.)

For the **“Provider”**, we recommend selecting **TRC-20**, as it offers the lowest network fee.

In the **“Amount”** field, enter the amount you wish to withdraw. Please take note of the handling fee and ensure that you meet the minimum withdrawal requirement (100 USDT).

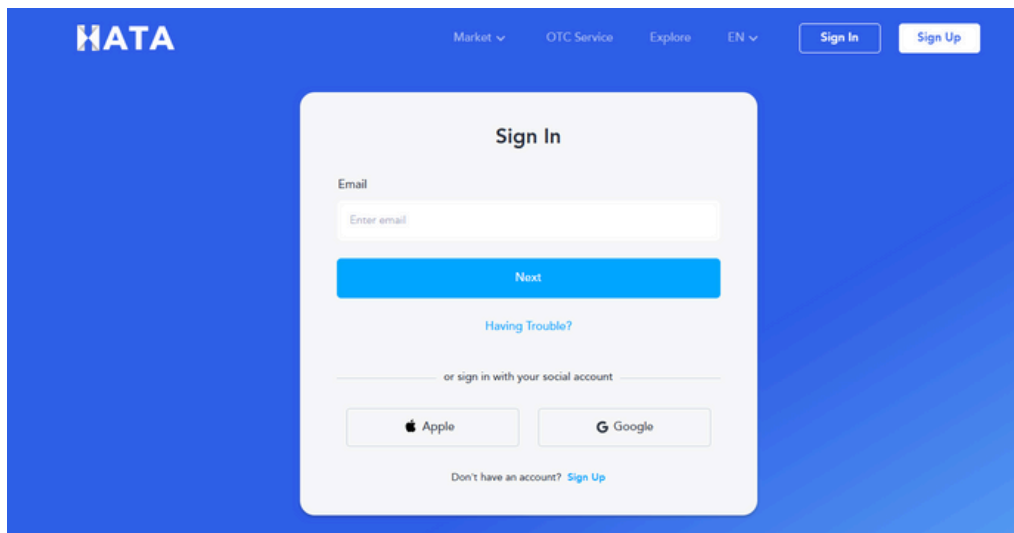


7

Making Transactions How to withdraw?

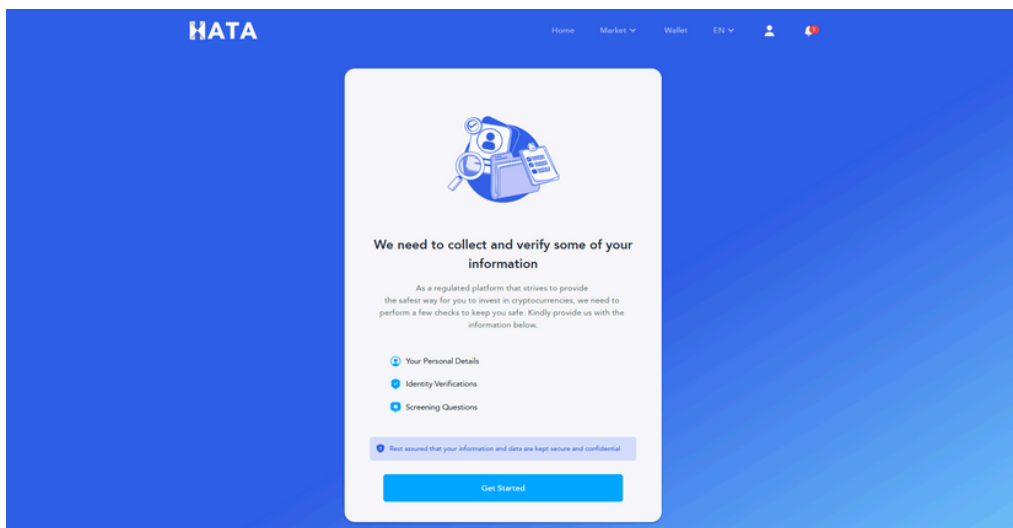
Step 5

Visit HATA website: <https://HATA.io/>
Log in or Sign Up an account.



Step 6

Click **"Get Started"** to verify your personal information

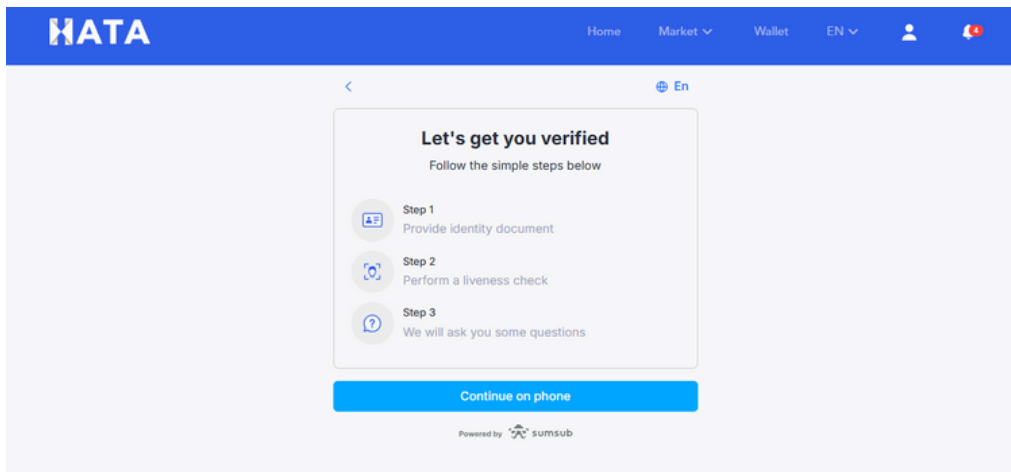


7

Making Transactions How to withdraw?

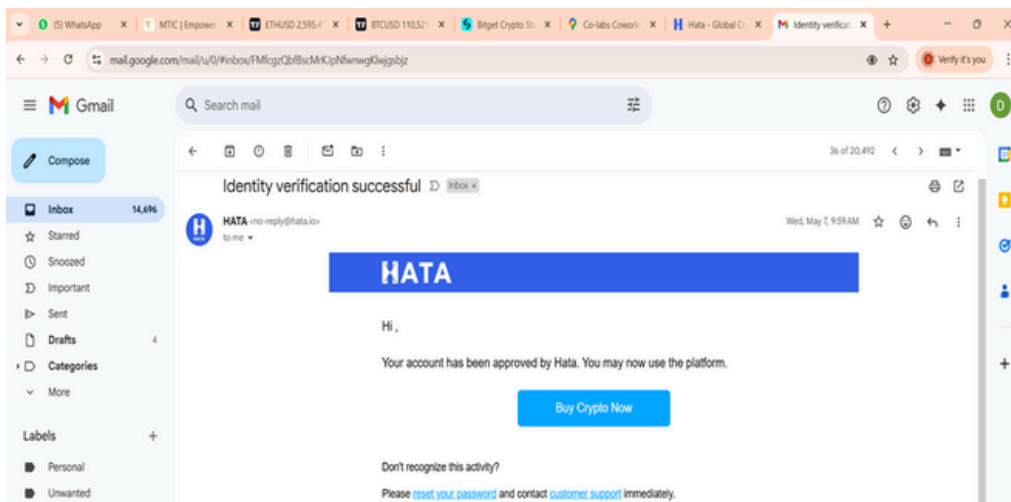
Step 7

Complete the KYC (Know Your Customer) process. The verification typically takes a few minutes to several hours, with some cases potentially taking up to 24 hours.



Step 8

Once you get verified. You will receive an email notification.



7

Making Transactions How to withdraw?

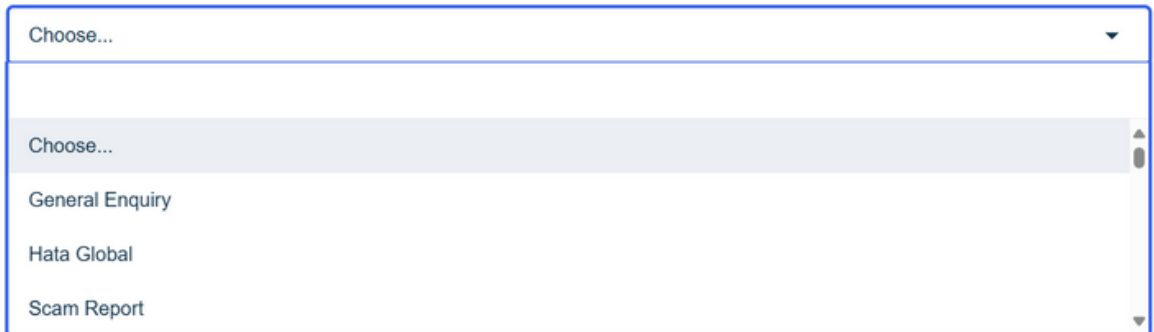
Step 9

To enable withdrawals, please activate your HATA Global account by submitting a request to HATA's Customer Support. Activation may take 1–3 business days to complete.

Step-by-Step: Submitting a Global Account Activation Request

1. Visit HATA Help Center and select [Submit a Ticket](#).
2. Under the Type dropdown menu, select "**HATA Global**"

Type *



Choose...

Choose...

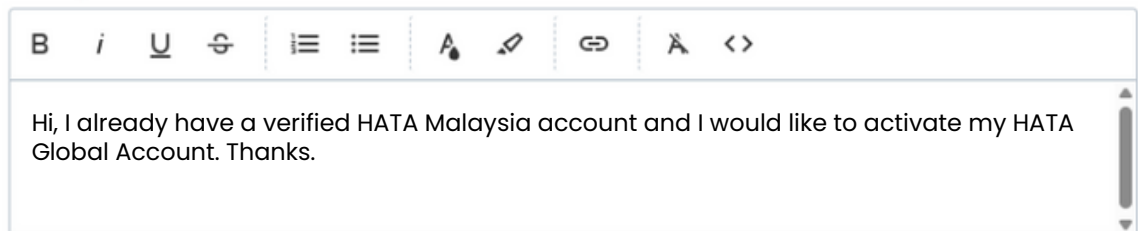
General Enquiry

Hata Global

Scam Report

3. In the message section, provide an information that you want to activate your HATA Global account. (or Copy Text Below)

Description *



B i U

Hi, I already have a verified HATA Malaysia account and I would like to activate my HATA Global Account. Thanks.

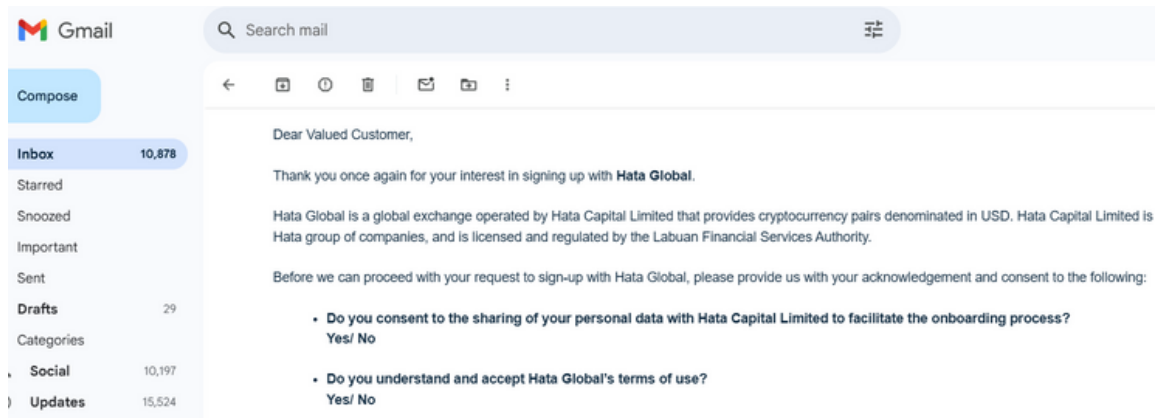
4. Click Submit to send your request.

7

Making Transactions How to withdraw?

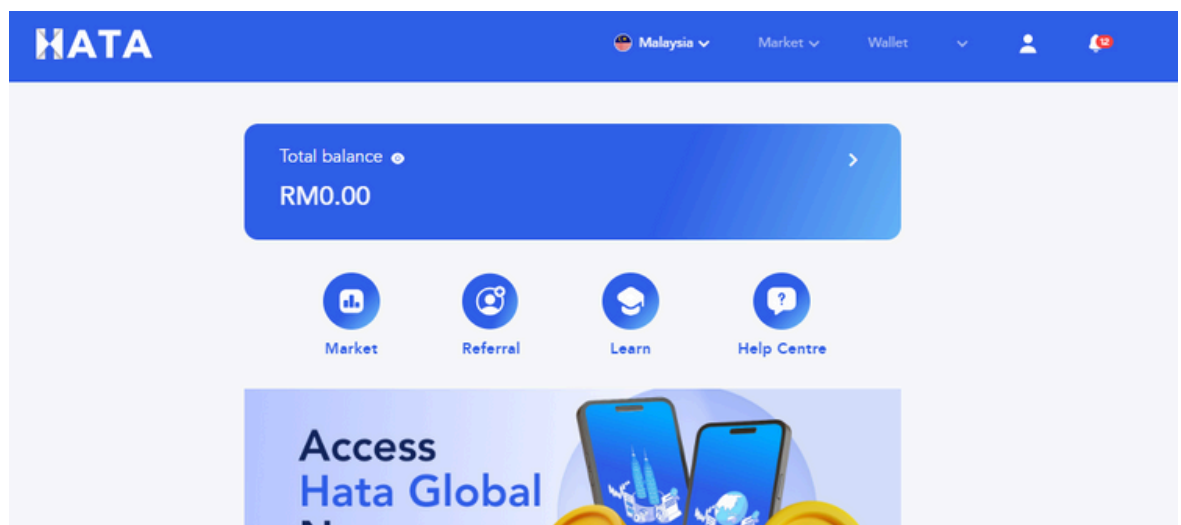
Step 10

Once the activation success, you will receive an Email Notification.



Step 11

Now, go back to [HATA Website](#)

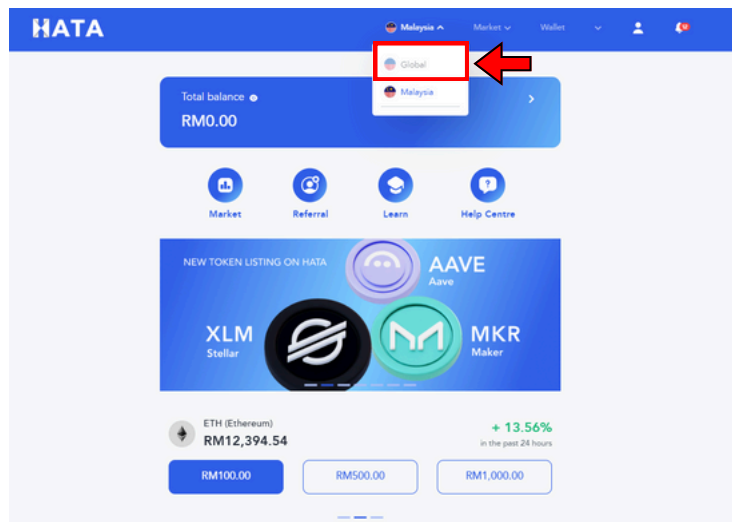


7

Making Transactions How to withdraw?

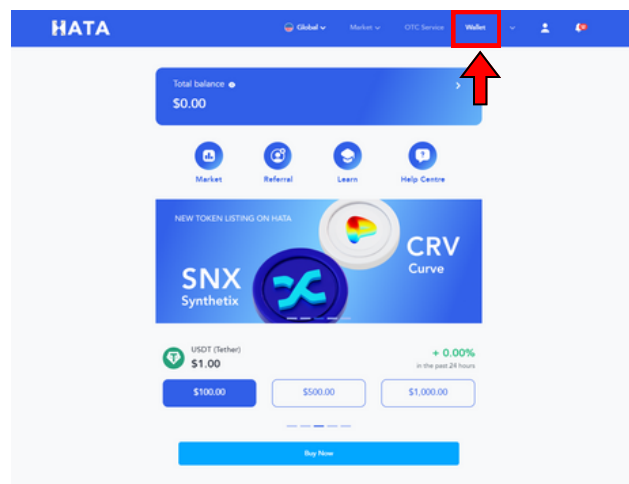
Step 12

Click on **“Global”** in the top menu to switch from **Malaysia** to **Global**, which is required in order to perform a withdrawal.



Step 13

Once you switched to HATA Global account
Click on **“Wallet”** on the top right corner



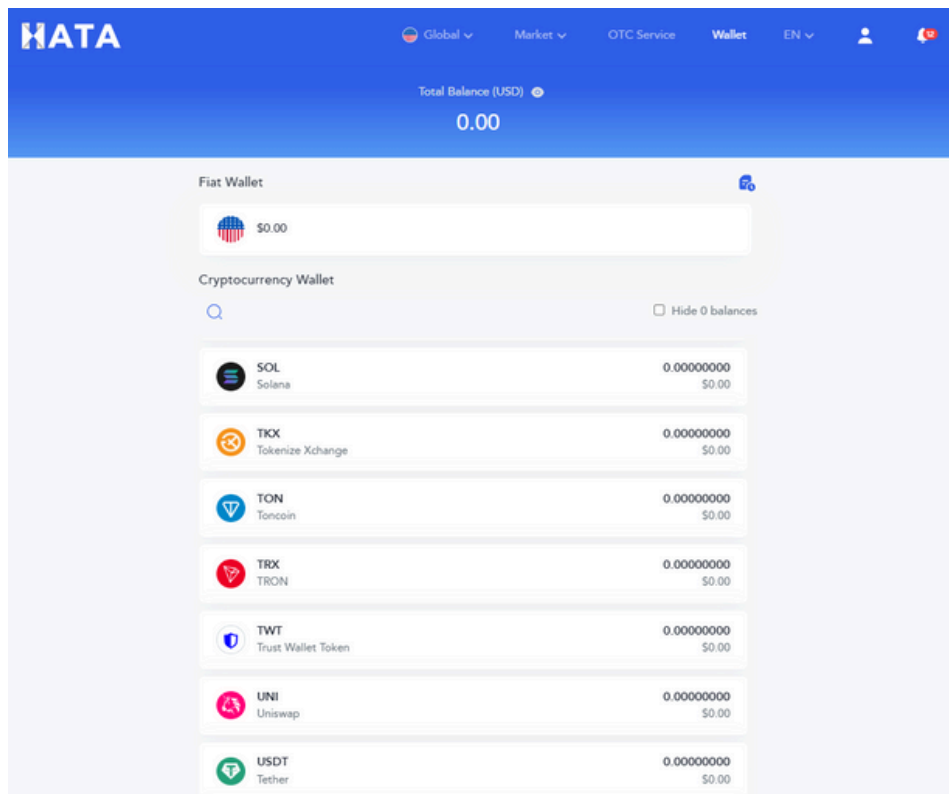
7

Making Transactions How to withdraw?

Step 14

For this example, we'll use USDT (Tether).

Please search for USDT under **"Cryptocurrency Wallet"**

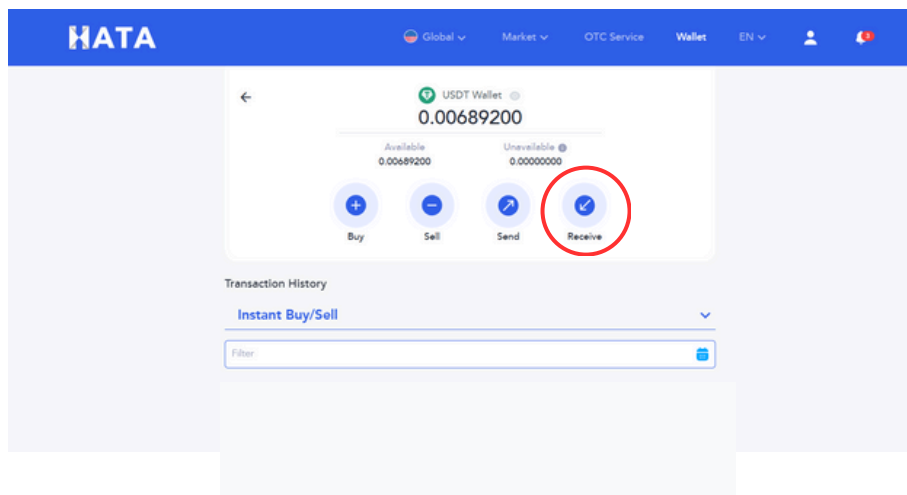


7

Making Transactions How to withdraw?

Step 15

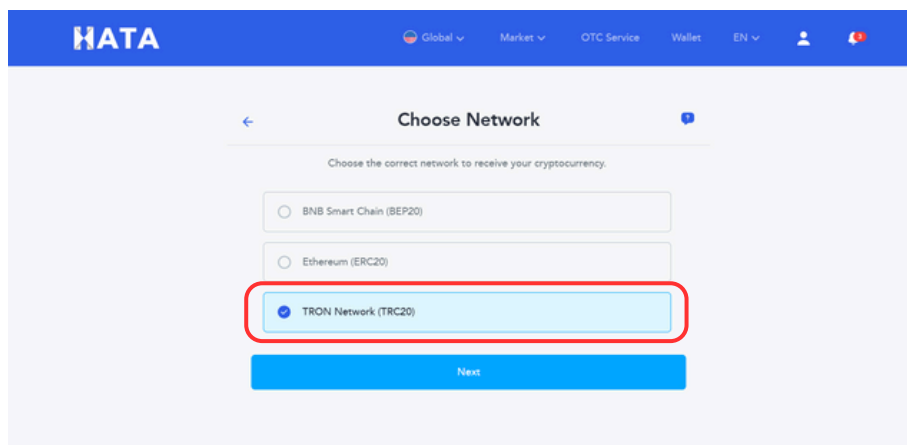
Click on **“Receive”** to obtain your HATA’s Tether (USDT) wallet address



Step 16

Select TRON as your network, then click **“Next”**

* Make sure you select the correct Network.




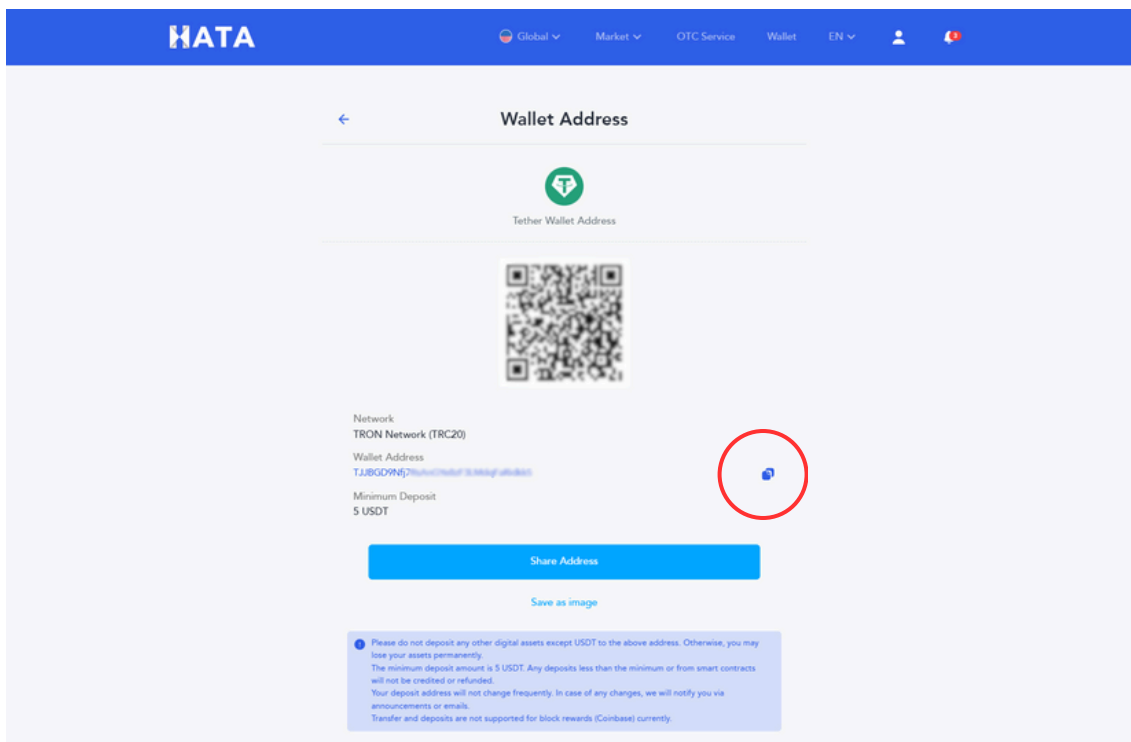
7

Making Transactions How to withdraw?

Step 17

It will generate a QR Code with your Tether (USDT) wallet address.

You may click on the “” copy icon to copy your HATA Tether (USDT) Wallet Address & Paste later in the Ingots Platform.



7

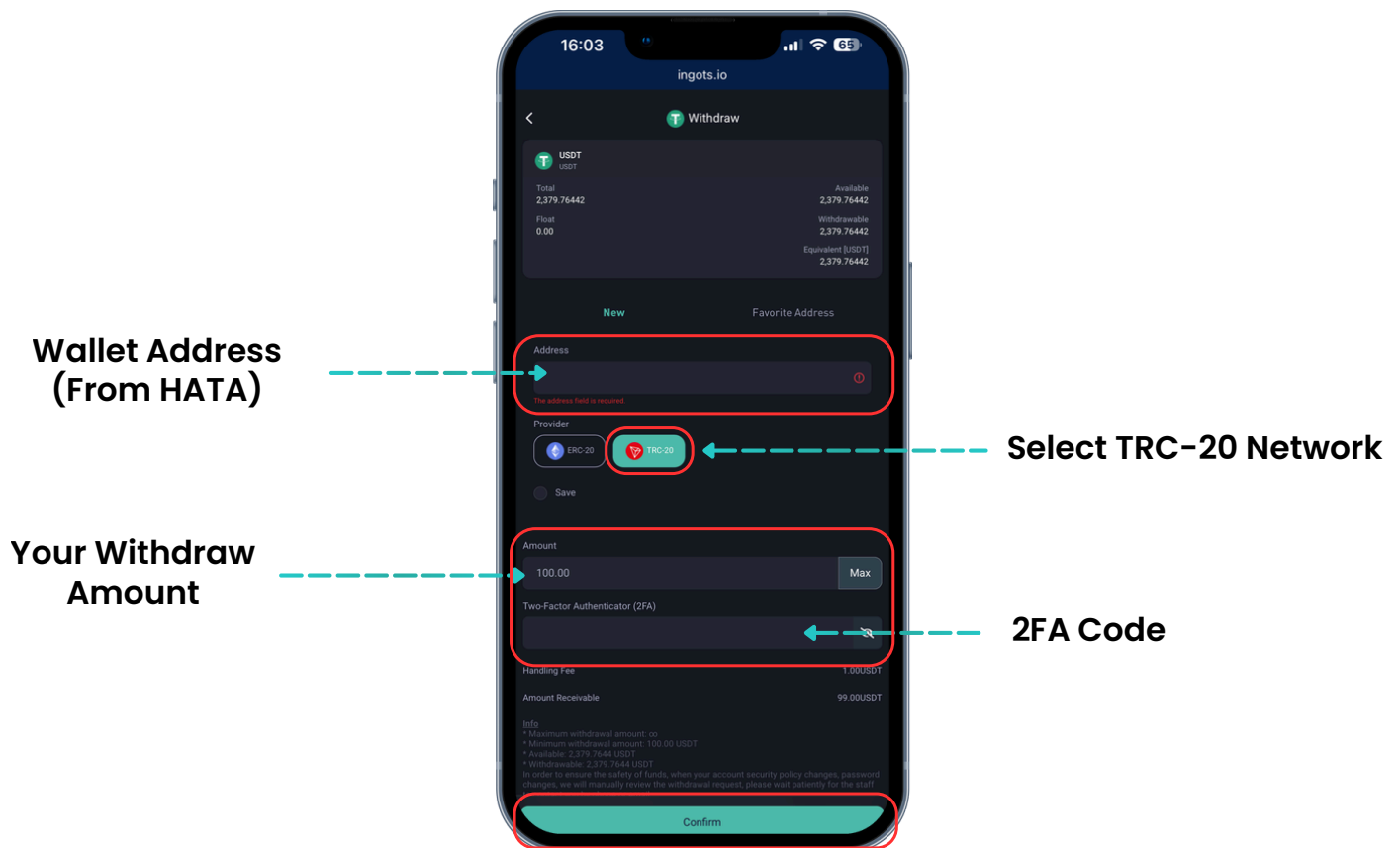
Making Transactions How to withdraw?

Step 18

Once you had your HATA Tether (USDT) wallet address from HATA Global.

1. Paste it on Ingots Platform
2. Make sure to select **"TRC-20"** network for lower network charging fees.
3. Enter the amount you wish to withdraw
4. Confirm with your Two-Factor Authenticator (2FA)

Press **"Confirm"** to proceed withdrawal.

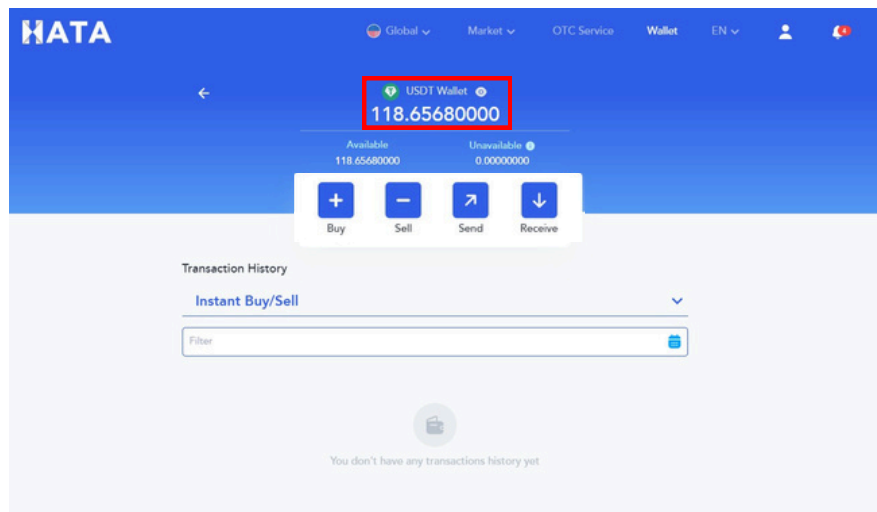


7

Making Transactions How to withdraw?

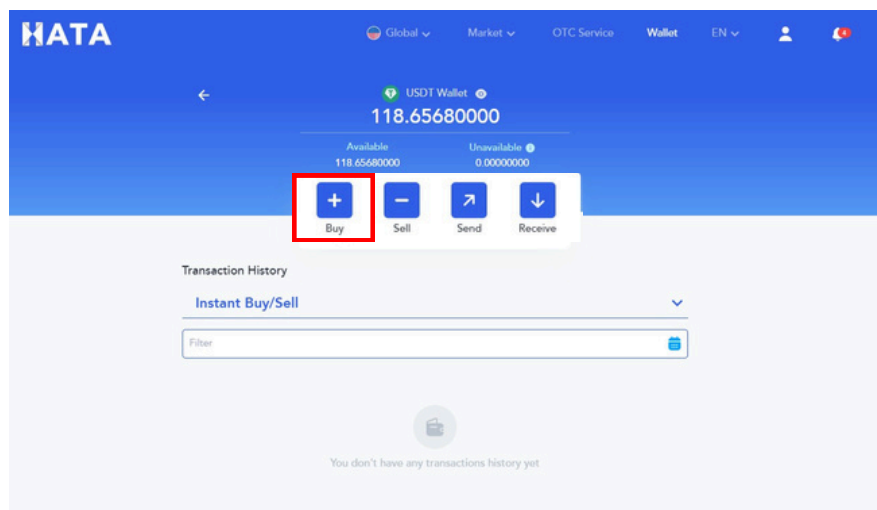
Step 19

Once you have successfully performed a withdrawal from INGOTS' platform, the amount of USDT will reflect in your HATA wallet



Step 20

Click on **“Buy”** Button to purchase XRP crypto



7

Making Transactions How to withdraw?

Step 21

Enter the amount of **Tether (USDT)** you wish to buy and agreed to the price you will be receiving in **Ripples (XRP)**.

Choose **"XRP"** from the options listed in the 'Receive' section

Proceed by clicking on **"Request Quote"**.
Follow the steps that is required.

Note:

XRP is a low-volatility cryptocurrency, making it ideal for buying and selling against the Malaysian Ringgit (MYR) to minimize potential market losses

The screenshot shows the NATA Instant Buy interface. At the top, there is a navigation bar with 'NATA' and several menu items: 'Global', 'Market', 'OTC Service', 'Wallet', 'EN', a user profile icon, and a notification icon. Below the navigation bar, there are two tabs: 'Instant Buy' (selected) and 'Instant Sell'. The 'Pay' section shows a text input field containing '0.0000', a 'MAX' button, and a dropdown menu set to 'USDT'. Below this, it says 'Balance: 0.0000 USD'. The 'Receive' section shows a text input field containing '0.00000' and a dropdown menu set to 'XRP'. Below this, it says 'Balance: 0.00000 XRP'. At the bottom, there is a large blue button labeled 'Request Quote' with a red arrow pointing to it from the left.

7

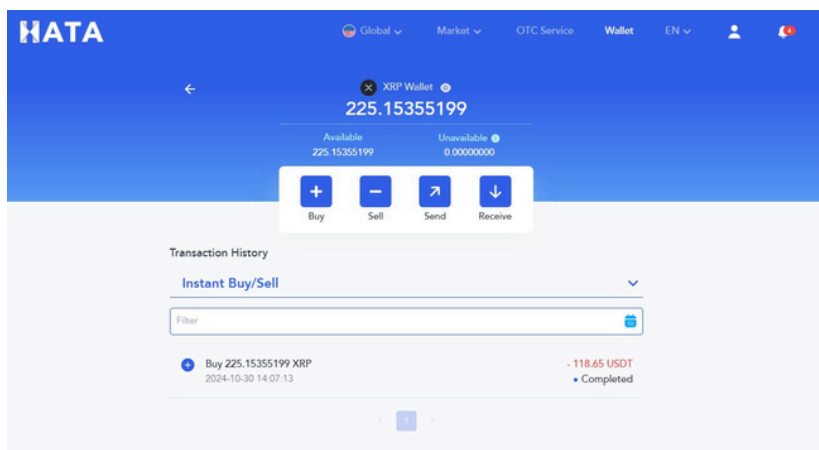
Making Transactions How to withdraw?

Step 22

Once you have successfully purchased XRP, the corresponding USDT amount will be reflected in your HATA wallet.

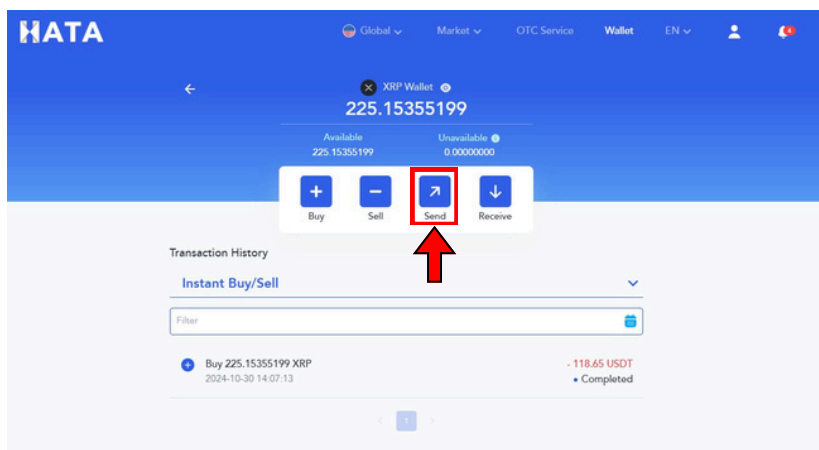
Note:

Please search for **"XRP"** under "Cryptocurrency Wallet"



Step 23

Select **"Send"** button to transfer your XRP credit from HATA Global to HATA Malaysia.

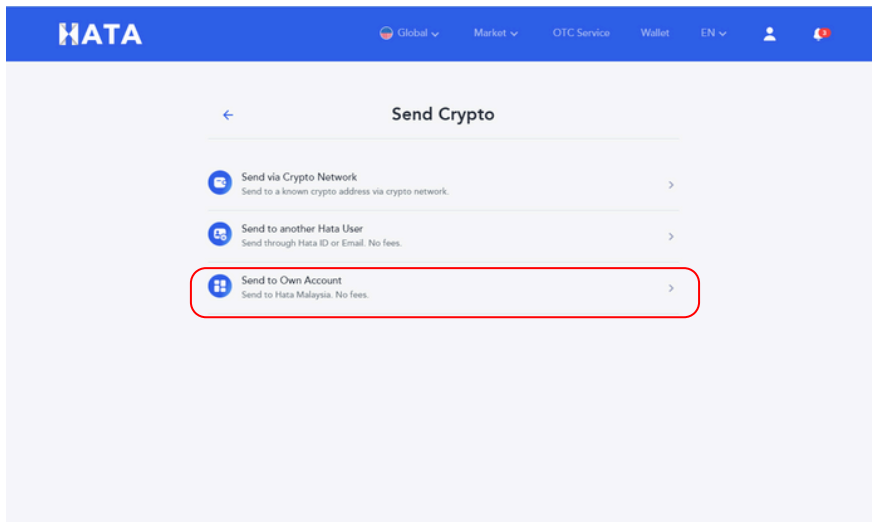


7

Making Transactions How to withdraw?

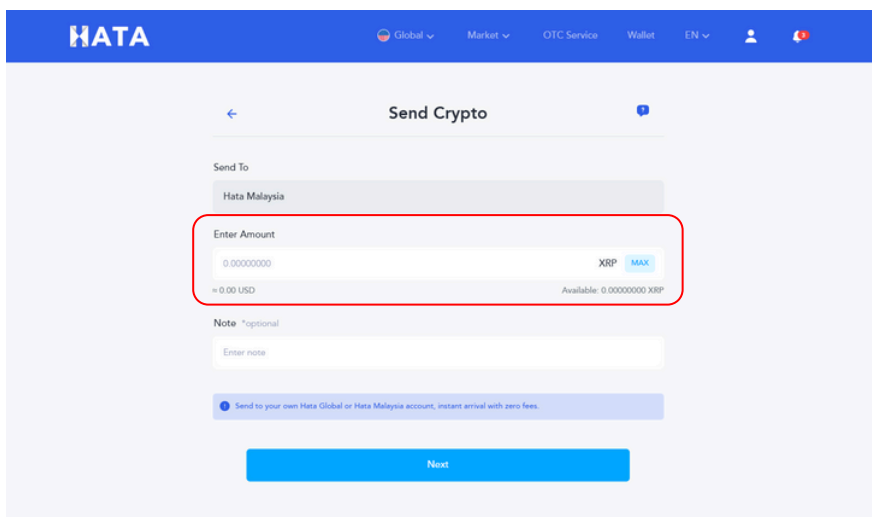
Step 24

Select **"Send to Own Account"**



Step 25

Enter the amount of Ripple (XRP) you wish to send from HATA Global to HATA Malaysia. Then, click **"Next"**.

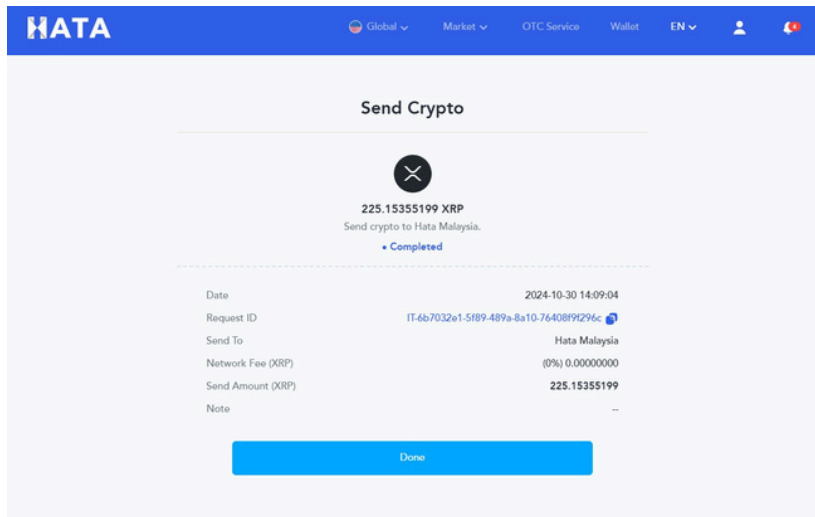


7

Making Transactions How to withdraw?

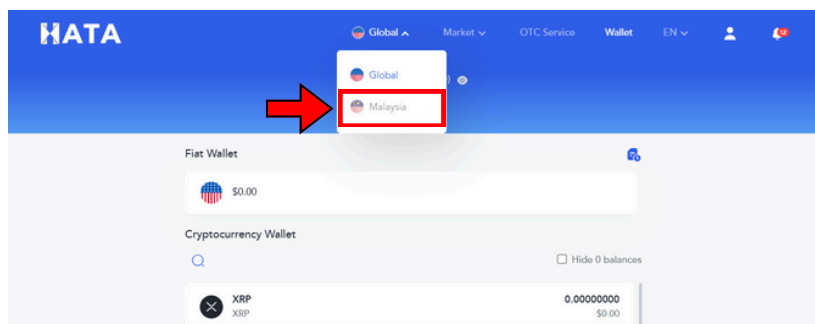
Step 26

Once the transfer is completed, you will see a confirmation page notifying you that your XRP has been sent to HATA Malaysia.



Step 27

Now, switch from HATA Global to HATA Malaysia.

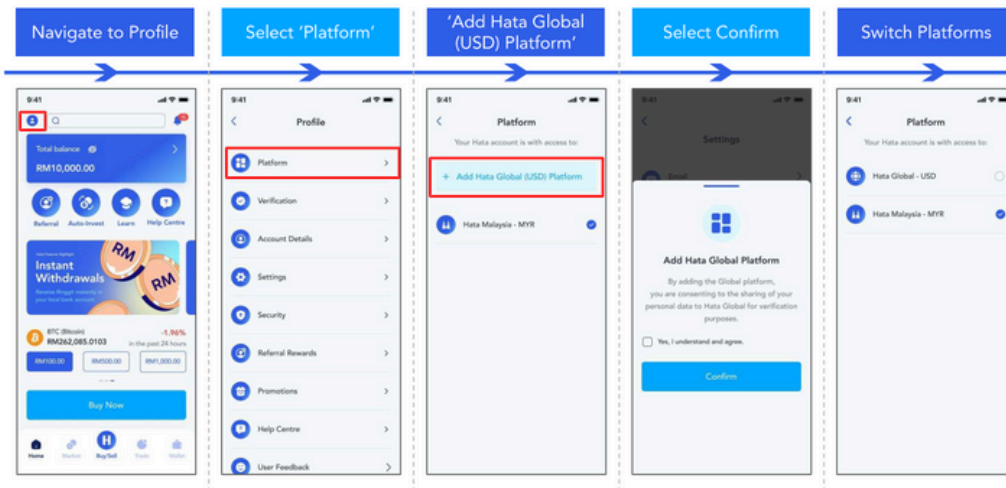


Desktop Layout

7

Making Transactions How to withdraw?

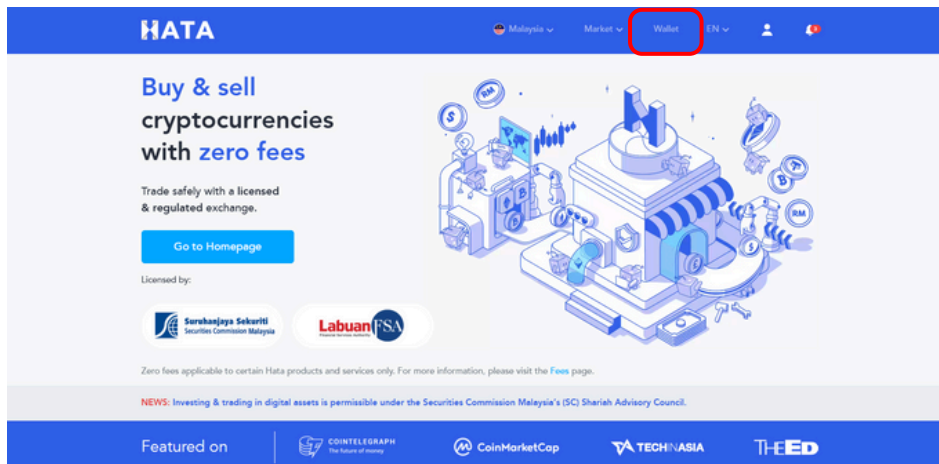
How to Switch from HATA Global to HATA Malaysia on the Mobile App



Mobile Layout

Step 28

Once you switch to HATA Malaysia
Click on **“Wallet”** on the top right corner

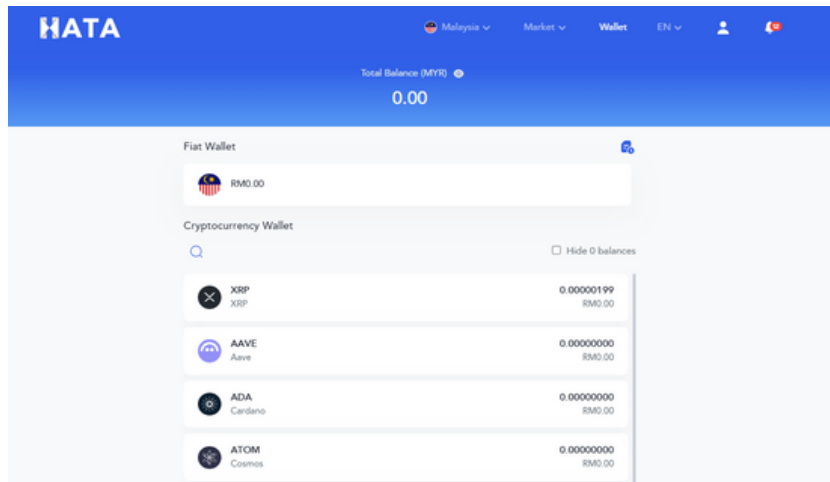


7

Making Transactions How to withdraw?

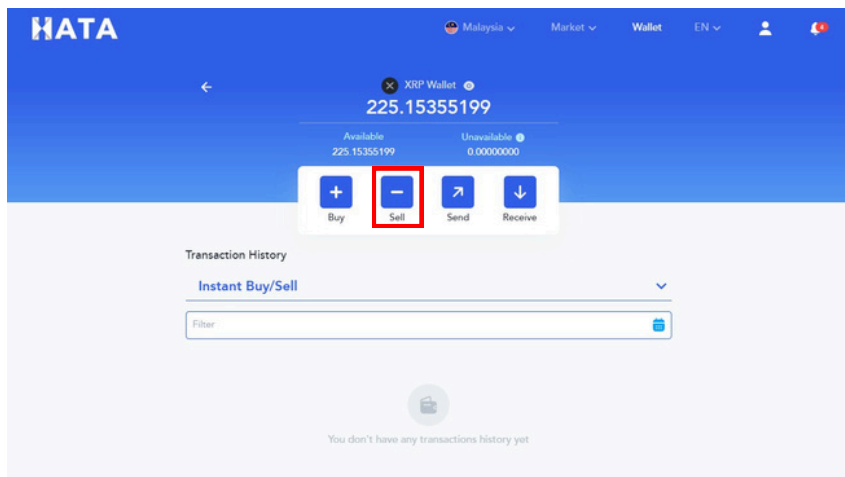
Step 29

Please search for **"XRP"** under "Cryptocurrency Wallet"



Step 30

Click on **"Sell"** Button to sell XRP crypto to Malaysia Ringgit (MYR)



7

Making Transactions How to withdraw?

Step 31

Enter the amount of Ripple (XRP) you wish to sell, and confirm the price you will receive in Malaysian Ringgit (MYR).

The screenshot shows the HATA mobile application interface for an instant sell transaction. At the top, the HATA logo is on the left, and navigation options for Malaysia, Market, Wallet, EN, and a user profile icon are on the right. Below the header, there are two tabs: 'Instant Buy' and 'Instant Sell', with 'Instant Sell' being the active tab. The main section is titled 'Sell' and contains a text input field with the value '225.15355'. To the right of this field are 'MAX' and 'XRP' dropdown menus. Below the input field, it says 'Balance: 225.15355 XRP'. Underneath, there is a 'Receive' section with a text input field containing '518.05' and a 'MYR' dropdown menu. Below this, it says 'Balance: 0.00 MYR'. At the bottom of the form is a blue button labeled 'Request Quote'.

Step 32

Proceed by clicking on **“Accept Quote”**

The screenshot shows the HATA mobile application interface for a quote confirmation. At the top, the HATA logo is on the left, and navigation options for Malaysia, Market, Wallet, EN, and a user profile icon are on the right. Below the header, there is a back arrow and the title 'Quote - Sell Crypto'. In the center, there is a large 'X' icon and the text 'Sell 225.15355 XRP'. Below this, there is a table with the following data:

Rate	1 XRP = 2.29431286 MYR
Fees (MYR)	(1%) 5.16
Receive Amount (MYR)	511.41

At the bottom of the form is a blue button labeled 'Accept Quote (RM)'. Below the button is a link that says 'Refresh Quote'.

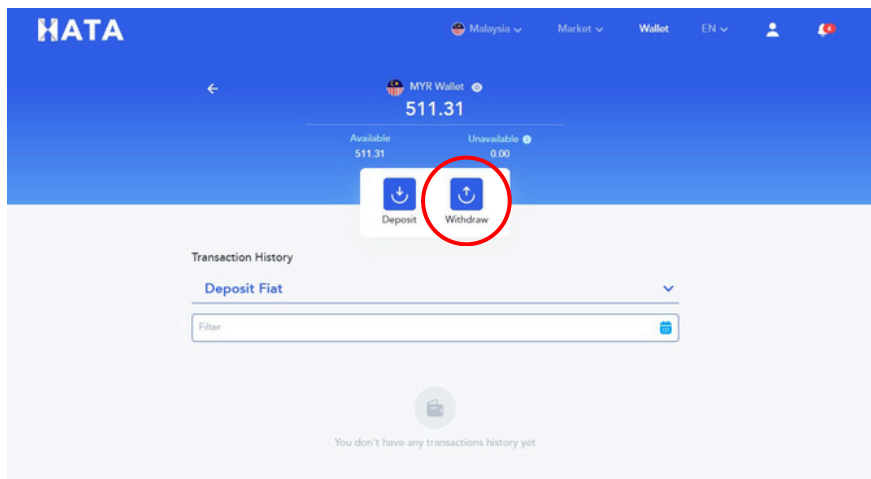
7

Making Transactions How to withdraw?

Step 33

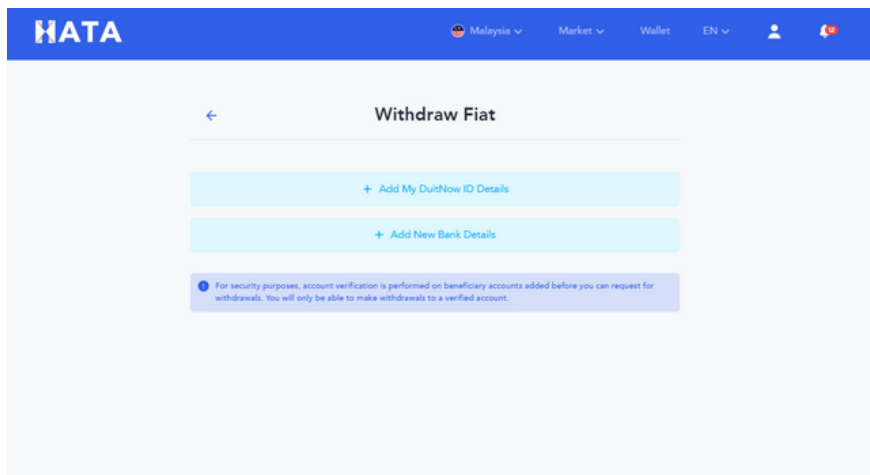
Once you have successfully sold XRP, the equivalent USDT amount will be reflected in your HATA wallet.

Click the **“Withdraw”** button to proceed with the withdrawal.



Step 34

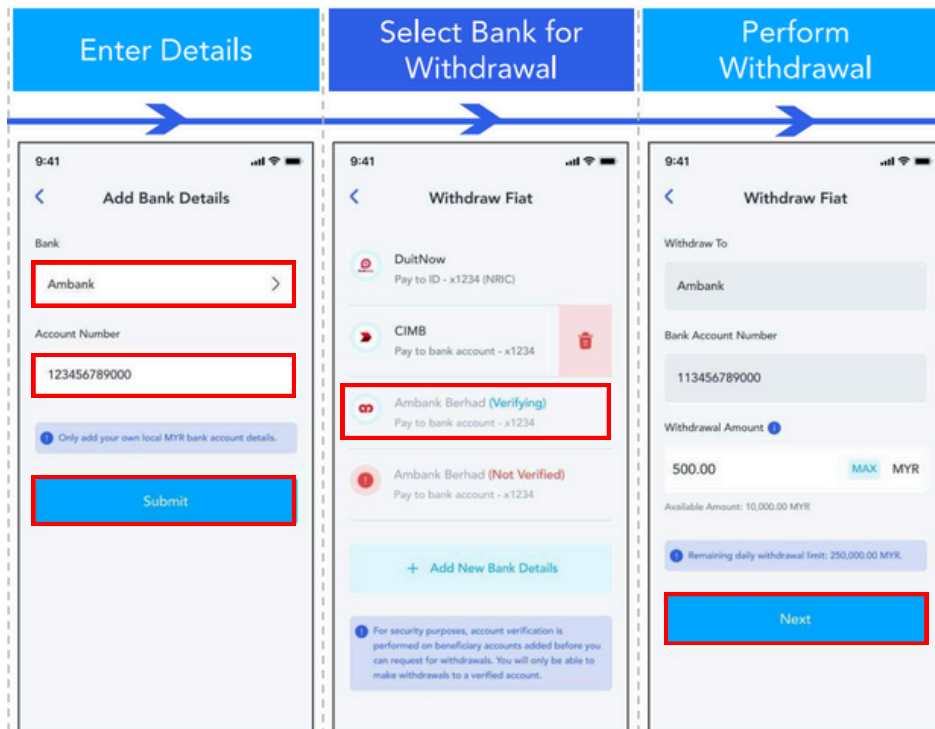
Key In Your Payment Details in **“Add My DuitNow ID Details”** or **“Add New Bank Details”**



7

Making Transactions How to withdraw ?

Add Payment Details and Proceed Withdrawal on the Mobile App

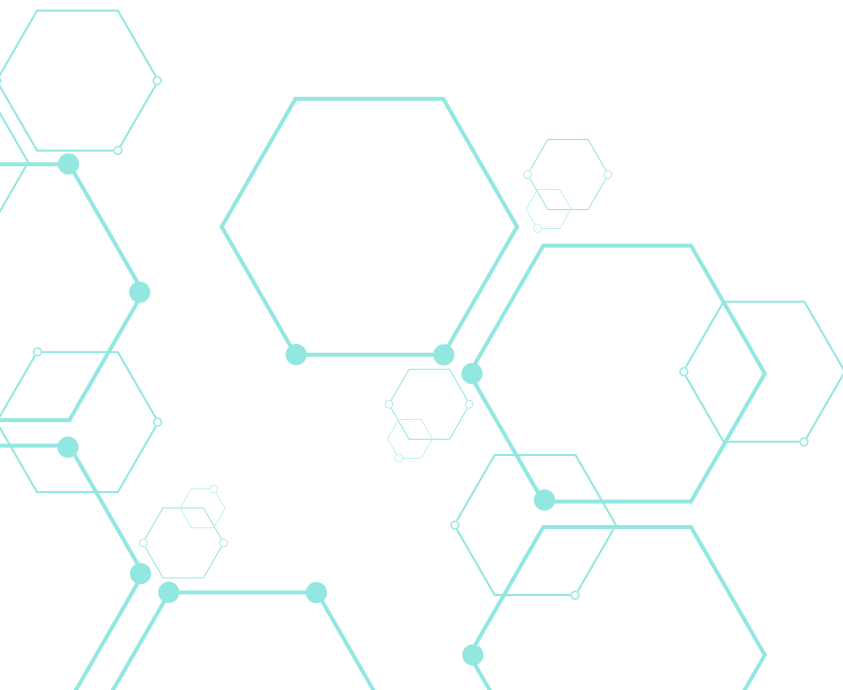


Your funds will be transferred from HATA and deposited directly into your bank account.



CHAPTER 8

Account Best Practices



8

Security Features Creating a Strong Password

Key Characteristics of a Strong Password

Length Matters

Use at least 12–16 characters (the longer, the better).

Mix Characters

Combine uppercase & lowercase letters, numbers, and symbols (@, #, \$, % etc.).

Avoid Common Words

Stay away from dictionary words, sequential numbers (123456), or obvious substitutions (P@ssw0rd).

No Personal Information

Don't include your name, birthday, phone number, or address.

Use Unique Passwords

Never reuse passwords across multiple accounts.

Example of creating a strong password:

Account Detail
First, fill in your account information.

Name
Michael ✓

Email Address
Michael@gmail.com ✓

Phone Code Mobile
+60 (Malaysia) 123456789 ✓

Email Verification Code Request
1 2 3 4 5 6

Password
Mih@eL19880102 ✓

Must contain at least 8 characters with minimum 1 uppercase, lowercase, number and special characters.



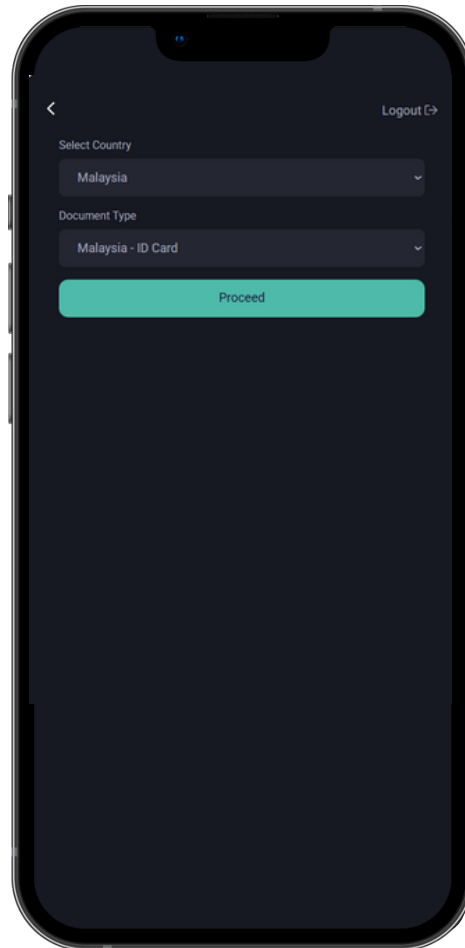
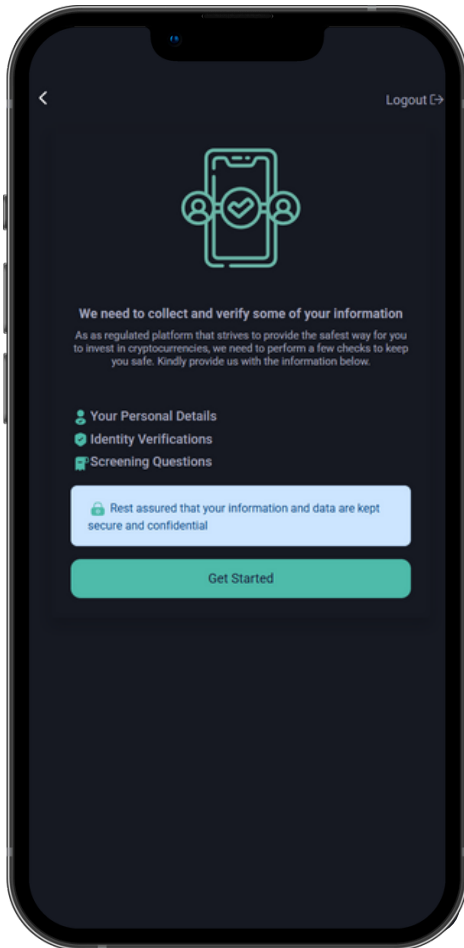
8

Security Features

How to Perform e-KYC using Malaysian IC

Step 1

Press **“Get Started”** and Select Malaysia as your country



8

Security Features

How to Perform e-KYC using Malaysian IC

Step 2

Follow the steps to upload your ID



Guidelines

- Place your IC fully inside the frame without cropping.
- Use bright, even lighting so all details are visible.
- Hold your IC straight and keep the photo clear.
- Make sure all text and your photo are sharp and readable.
- Keep the background plain and free from objects.
- Position the IC so it fills the frame nicely (not too near, not too far).

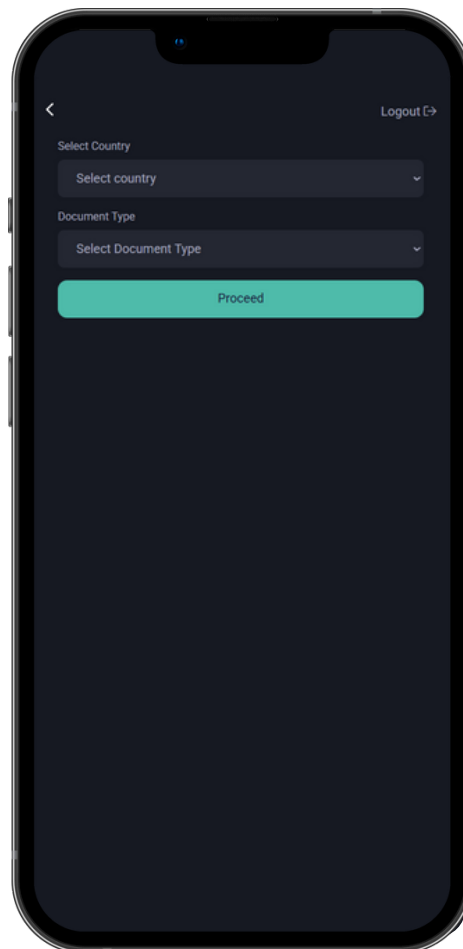
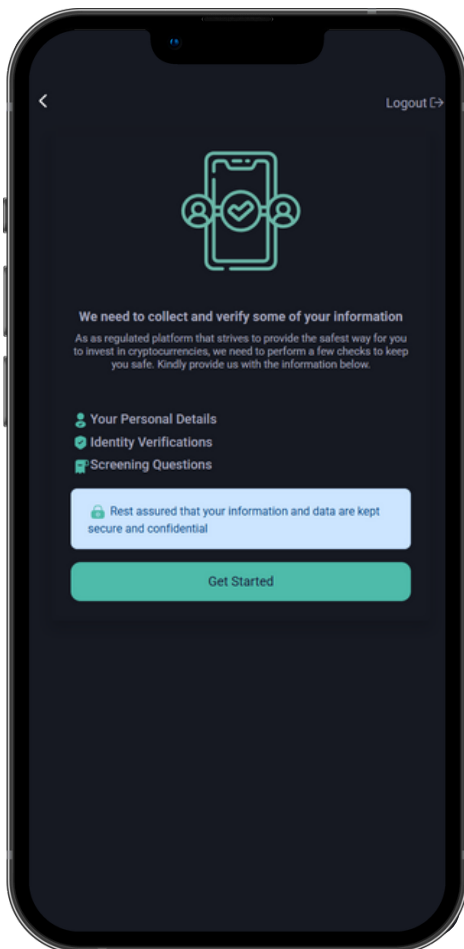
8

Security Features

How to Perform e-KYC using Passport (Non-Malaysian)

Step 1

Press **“Get Started”** and Select your country



8

Security Features How to Perform e-KYC using Passport (Non-Malaysian)

Passport Sample Guideline

Problem: **Low quality**



The photo is out of focus, blurry and unreadable.



The photo is pixelated upon zooming in due to low resolution of the photo.

Problem: **Scan/copy of a photocopy**

Scan/copy of a printed document – low quality, grainy



Problem: **Reflection/Glare**

Reflection/glare overlaying the data on the document, not readable for automatic AI check.



Problem: **Cropped**

Not all 4 corners and edges are visible.



The mandatory part of the **PASSPORT** - the adjacent side - is completely missing.



Some data are missing due to cropping.



8

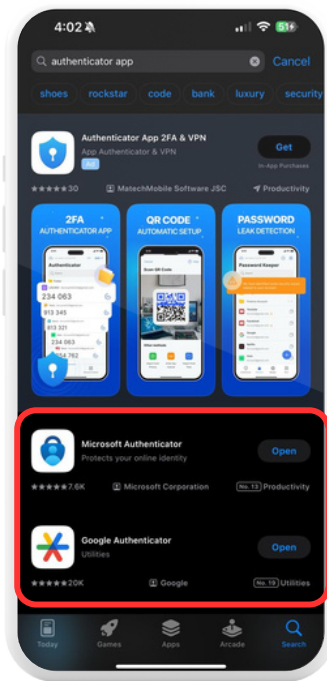
Security Features Set Up Two-Factor Authentication (2FA)

Step 1

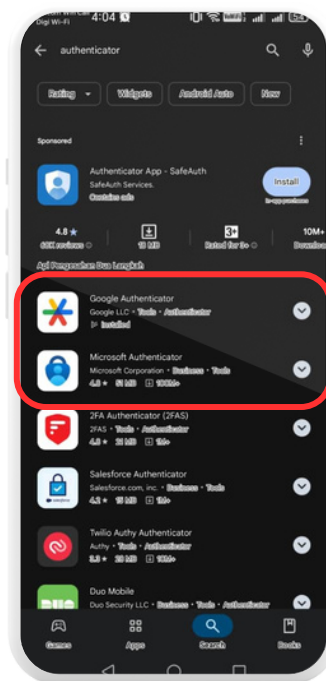
Download an authenticator app from Google Play Store or App Store

We recommend using

- *Google Authenticator*
- *Microsoft Authenticator.*



IOS



Android

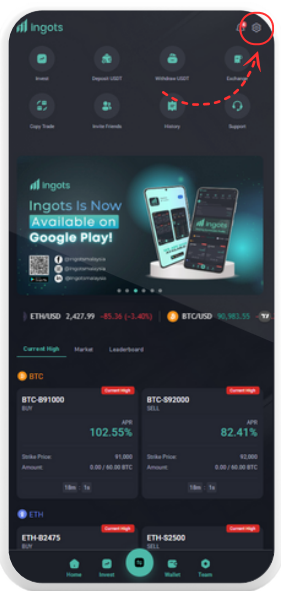


Authenticator app allow users to generate secure codes during logging in as an extra layer of security.

8

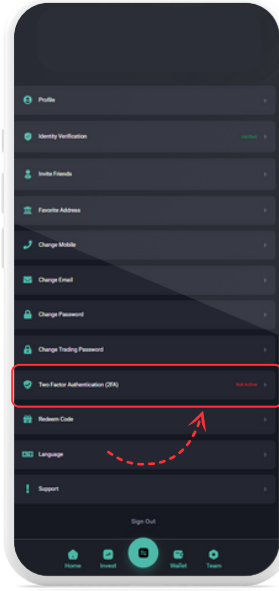
Security Features Set Up Two-Factor Authentication (2FA)

Follow the steps to Set Up Two-Factor Authentication (2FA) on your Ingots account for safety purpose



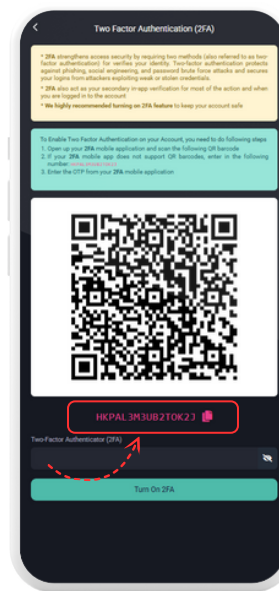
Step 2

Log in to your Ingots account and go to Settings (top right).



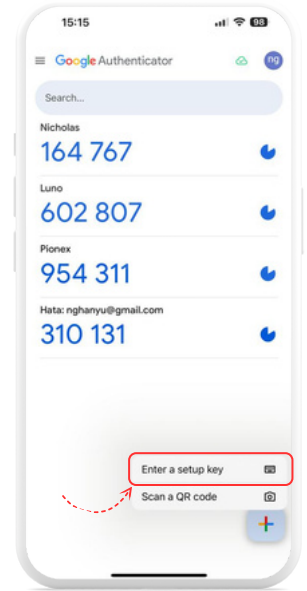
Step 3

Select Two-Factor Authentication (2FA).



Step 4

Copy the setup code shown.



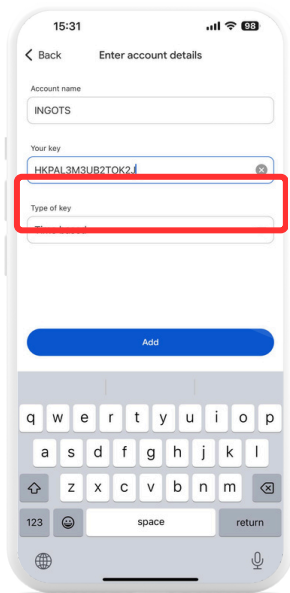
Step 5

Open your authenticator apps. Tap "+" → Enter a setup key.

8

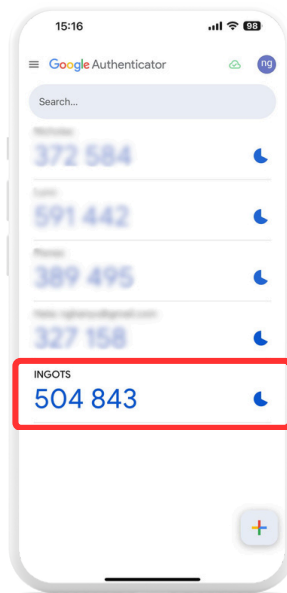
Security Features Set Up Two-Factor Authentication (2FA)

Follow the steps to Set Up Two-Factor Authentication (2FA) on your Ingots account for safety purpose



Step 6

Enter "Ingots" as the account name and paste the setup key.



Step 7

Copy the 2FA code generated.



Step 8

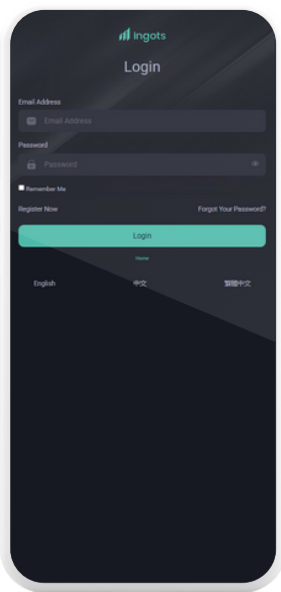
Paste the code into the Ingots app to complete setup.

The code changes every 30 seconds. Always enter the latest code. Use the same method to find your 2FA Code every time during login.

8

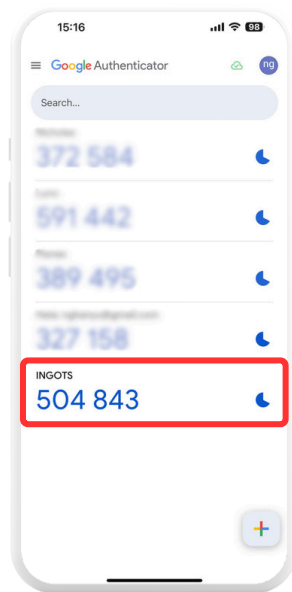
Security Features Log In with 2FA Code

Follow the steps to Login your Ingots Account with Two-Factor Authentication (2FA)



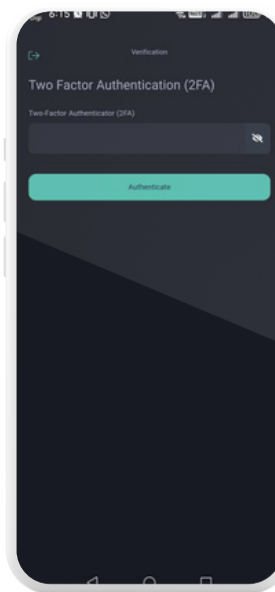
Step 1

Log in to your Ingots account



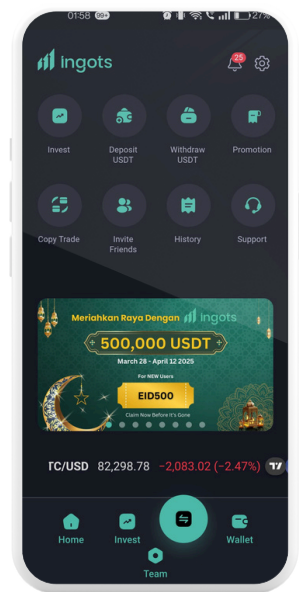
Step 2

Copy the 2FA code generated



Step 3

Paste the code into the section provided



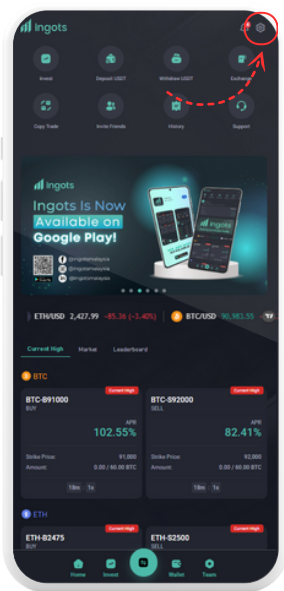
Step 4

You're in!
Start Trading!

8

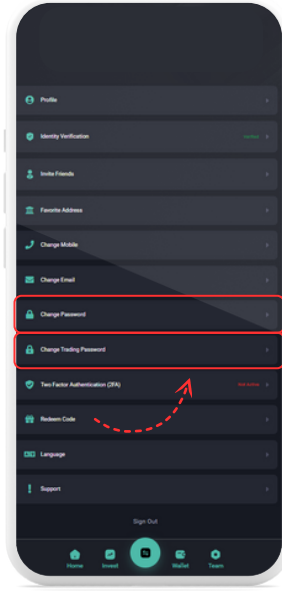
Security Features How to Reset Password?

Change Password: Update the password used to log in to your account.
Change Trading Password: Update the PIN code used to approve trades.



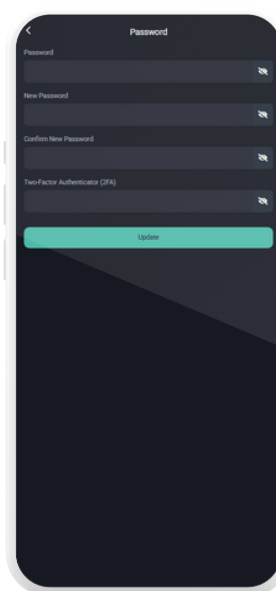
Step 1

Log in to your Ingots account and go to Settings



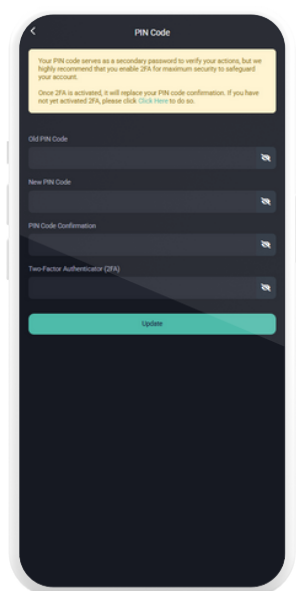
Step 2

Select which password you like to changed



Password

Insert necessary info accordingly with 2FA



Trading Password

Insert necessary info accordingly with 2FA



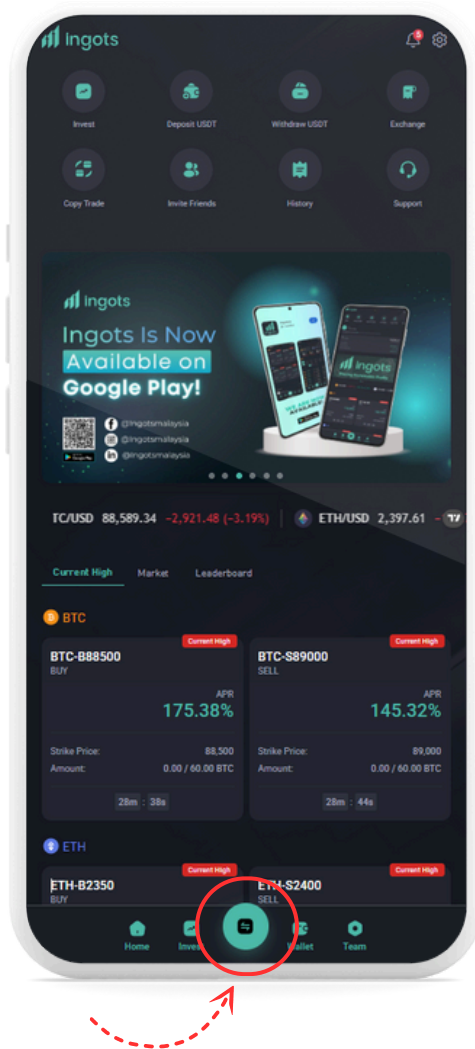
CHAPTER 9

Monitor Your Investments



9

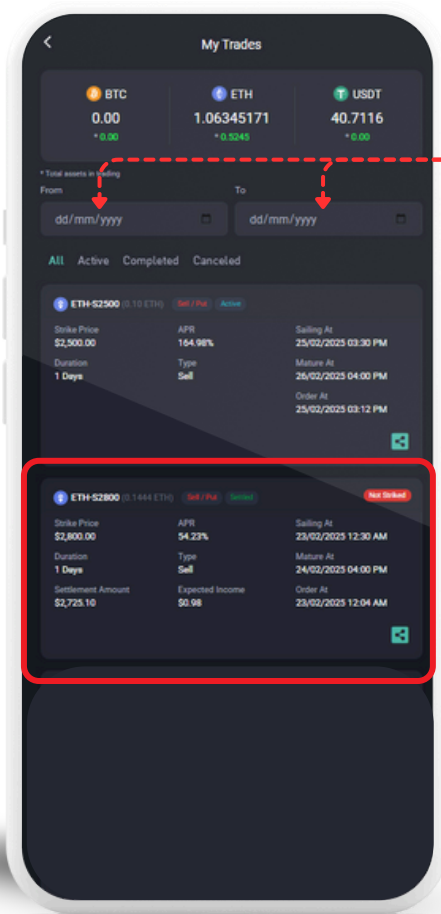
Monitor Your Investments View Trading History



Click  to track your previous transaction history

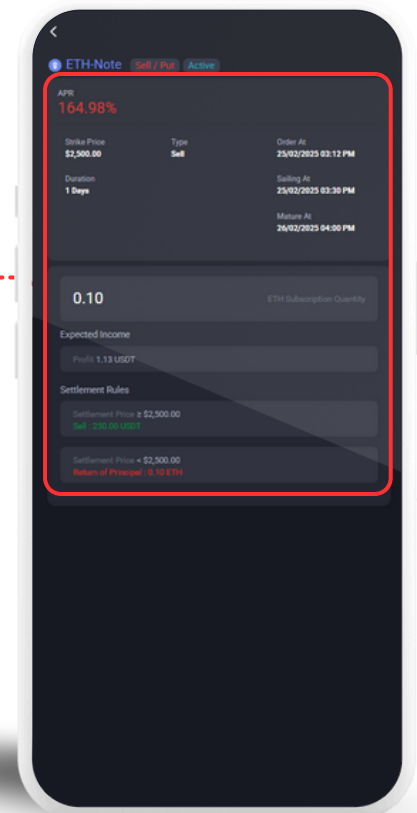
9

Monitor Your Investments Track & Manage



Filter contracts by choosing a date range

Click a contract to view details like period, maturity date, and expected income etc.

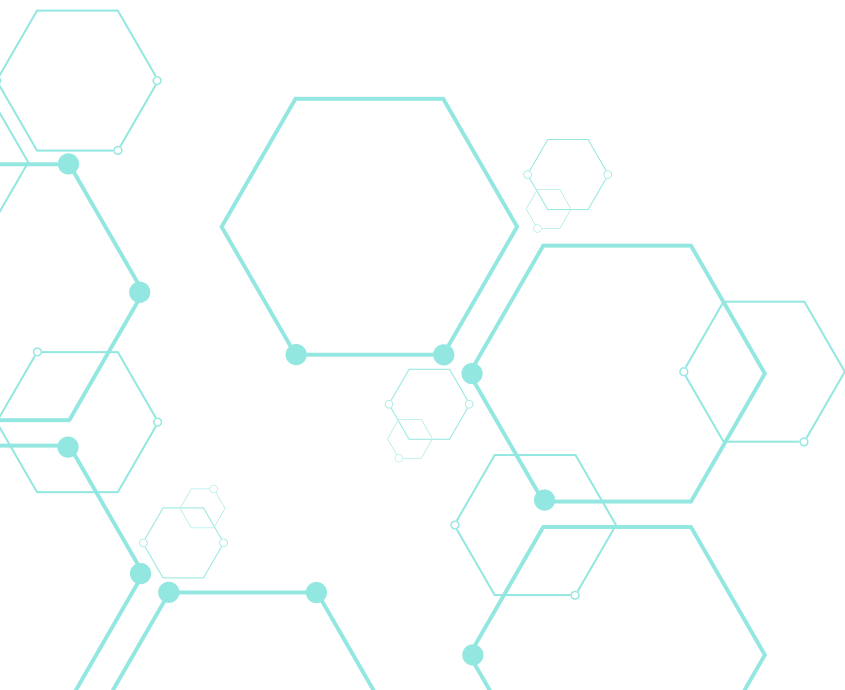


Here is the preview page of contract details



CHAPTER 10

About Dual Asset Trading



10

About Dual Asset Trading Steps to Trade in Ingots.io

How does Dual Invest Works

A short-term trading strategy where users predict the direction of a crypto asset's price movement to commit a **Buy or Sell Crypto** within a set timeframe to earn higher yields or accumulate more of a desired crypto asset.

*By trading with Ingots, you will earn an **Annual Percentage Rate (APR)** no matter what.*



Step 1

Select an Asset to Trade

 **BTC-Note**

 **ETH-Note**

Step 2

Set Your Contract Duration

Pick a trade duration that suits your strategy. All contracts mature at 4 PM (GMT+8) on the day of contract maturity, so plan your strategies accordingly

1 Days

2 Days

3 Days

7 Days

21 Days

35 Days

Step 3

Select Your Target Price

Choose a buy price for a buy contract or sell price for a sell contract

All

104,000

105,000

106,000

108,000

110,000

10

About Dual Asset Trading Steps to Trade in Ingots.io

Step 4

Select Your Direction

Choose whether you want to buy low or sell high

All

Buy

Sell

Step 5

Select an Ideal Contract

Select a contract with your desired price and APR

B	98.33%	BUY	\$113,000	1 Days
B	73.10%	SELL	\$114,000	1 Days
B	62.01%	BUY	\$112,000	1 Days
B	56.44%	BUY	\$113,000	2 Days

Sample photo of the preview in Ingots Platform

Step 6

Enter your Subscription Quantity

Note that the minimum purchase amount is 0.01 BTC or 0.1 ETH .

The screenshot shows a dark-themed interface with the following fields:

- Balance: [input field]
- Deposit: [input field]
- BTC Subscription Quantity**: [input field with value 0.0100 and a Max button]
- Payable Amount: 1130 USD
- Expected Income: Profit 3.174 USD

10

About Dual Asset Trading Steps to Trade in Ingots.io

Step 7

Confirm your Trade & Wait for Contract Maturity

Contracts ends at 4.00PM (GMT+8) of the contract maturity day.

Regardless of market price during the contract duration, the current price during contract maturity time determines if the contract strikes or not.

Striked

Successful in buying or selling your asset

Not Striked

Not successful in buying or selling your asset

Step 8

Enjoy your rewards

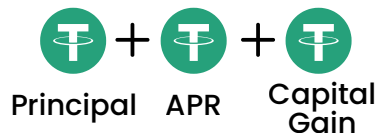
Striked

Not Striked

Buy



Sell



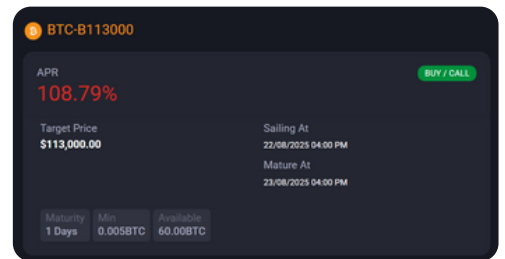
Note: You'll keep earning APR no matter the strike condition of your contract.

10

About Dual Asset Trading 'Buy Low, Sell High' Strategy

Dual Asset trading on Ingots is simple. To trade with confidence, it's important to know your next steps for every possible outcome. This guide will provide a clear, step-by-step walkthrough with examples which operate through core strategies: **'Buy Low', 'Sell High'**, so you could navigate each scenario and trade smoothly.

The 'Buy Low' Strategy in Action



Aman deposits **\$120,000** into Ingots and is interested in entering a buy contract for Bitcoin.

But he believes the current price of **\$114,000** is too high.

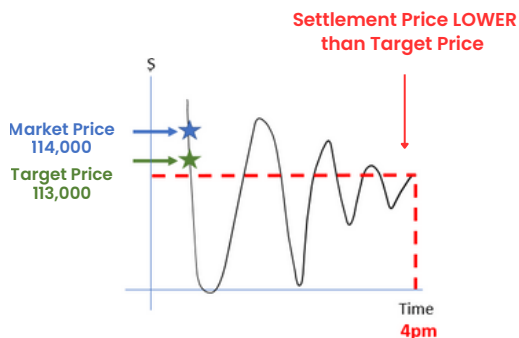
Aman selects a 1-day contract, subscribing 1 BTC at a target price of **\$113,000** below the current market price, mature at the next day at 4:00 PM (GMT+8).



After 1-day, the contract matured at 4:00PM (GMT+8)

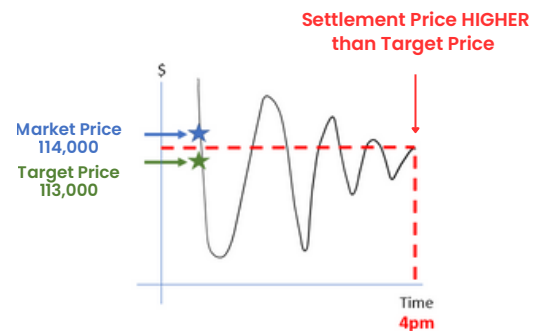
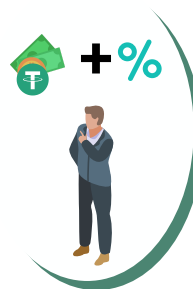


Striked



Price striked, He get 1 BTC at \$113,000
• 1 BTC + APR

Not Striked



Price did not striked, return
• Principal (\$113,000) + APR

10

About Dual Asset Trading 'Buy Low, Sell High' Strategy

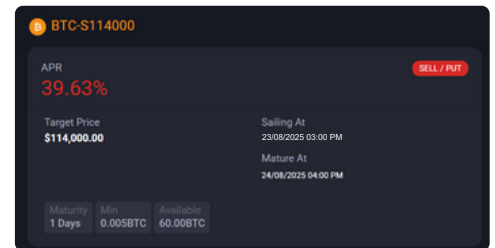
The 'Sell High' Strategy in Action



Aman has struck his 1 BTC at **\$113,000** before this and he planned to sell off his BTC now



The market price now is **\$113,250**.



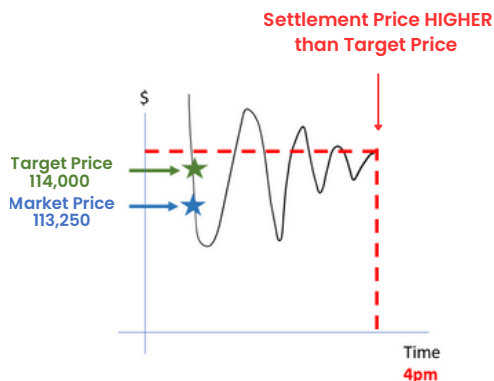
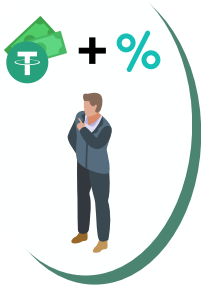
Aman selects a 1-day contract, selling 1 BTC at a target price of **\$114,000**, higher the current market price, mature at the next day at 4:00 PM (GMT+8).



After 1-day, the contract matured at 4:00PM (GMT+8)

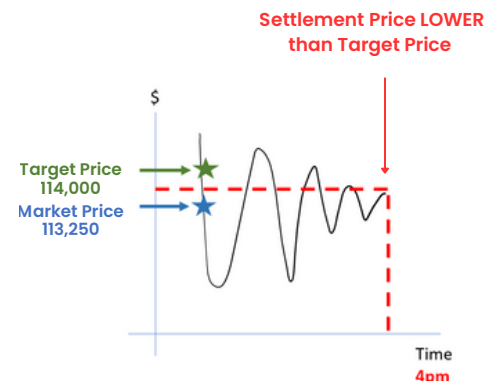
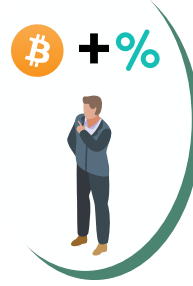


Striked



Price striked, He sold his 1 BTC at \$114,000.
• Principal (\$113,000) + APR + Capital Gain (\$1,000)

Not Striked

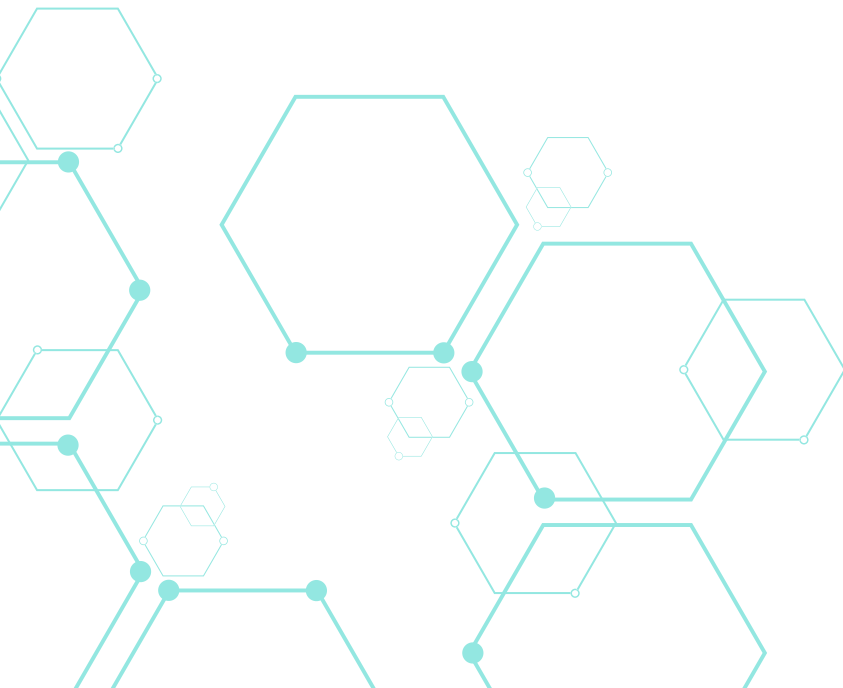


Price did not striked, return
• Principal (\$113,000) + APR



CHAPTER 11

Account Recovery Guide



11

Account Recovery Guide Can't Access Your Account?

If you're having trouble logging into your Ingots account, here are some common reasons and solutions that you might overcome.



Account Locked or Suspended

If your account is temporarily locked due to multiple failed login attempts or security checks. Please try again in a few minutes, or contact support for help.



Incorrect Username/Password

Please check your username and password. If you've forgotten your password, use the "Forgot Password" option to reset it.



Platform Maintenance /System Issues

Visit our official social media account or our official website for any maintenance or disruption notices and updates

Still can't access your account?

If the steps above don't resolve the issue, please reach out to our support team:

☎ Phone Number: **+6017-840 0138**

📘 Facebook: **Ingots Malaysia**

📷 Instagram: **@ingots_malaysia**

Our team is always ready to assist and will help you regain access to your account as quickly as possible.

11

Account Recovery Guide Can't Access Your Account?

Reason



Too Many Incorrect Password Attempts

This is a security measure to prevent unauthorized access



Solution



Reset your Password

Click "Forgot Password" on the login page to reset it.



Suspicious Login Activity

Your account might be locked if our system detects suspicious activities such as: Unusual login attempts from different locations.



Contact Customer Support

Contact our customer support via phone or email to verify your identity and regain access.



Violation of Ingots' Terms & Regulations

Accounts may be suspended if they are found to be involved in prohibited activities, such as money laundering or fraudulent transactions.



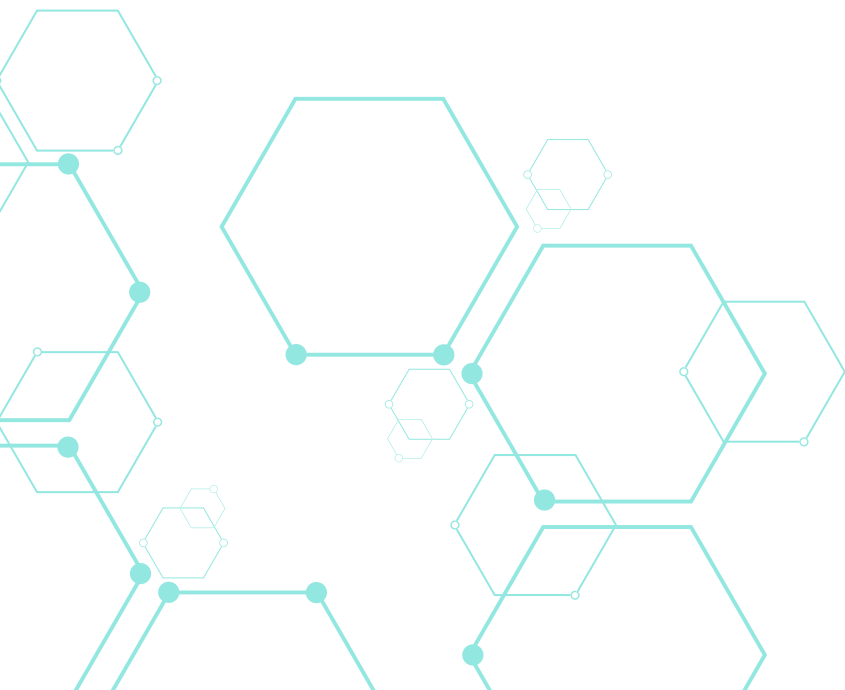
Request for Review

If you believe this suspension is a mistake, reach out to our support team for a review.

Make sure your account activity follows Ingots' policies and regulations.

CHAPTER 12

Security & Privacy



12

Security and Privacy Data Protection

How Ingots protects user data?



Your data is safeguarded with state-of-the-art encryption technology, ensuring that your personal and financial information remains secure.

Encryption and security measures

Advanced Encryption



Your data is safeguarded with state-of-the-art encryption technology, ensuring that your personal and financial information remains secure.

Multi-Factor Authentication (MFA)



Enhance the security of your account with MFA, adding extra steps to verify your identity and prevent unauthorized access

Real-Time Monitoring



Our security team monitors the platform in real-time to detect and respond to any suspicious activities or potential threats immediately.

12

Security and Privacy Privacy Policies

Preview all our Privacy & Terms and Condition below



Full Privacy Policy



Cookie Policy



Terms & Conditions



Acceptable Use Policy



Compliance

12

Security and Privacy Contact for Support

Feel free to reach out to us for further information!



CALL US
+6017-840 0138



EMAIL US
support.ingots.io



WEBSITE
www.ingots.io



LOCATION
1st Floor, Plaza VADS, KL



FACEBOOK
Ingots Malaysia



INSTAGRAM
@ingots_malaysia



Business Hours:
MONDAY - FRIDAY
9.00 AM - 06.00 PM (GMT+8)

CONTACT US

CONTACT US



SUSTAINABLE. SIMPLE. SECURE.

www.ingots.io