



Recommendations for European Law Enforcement and Regulatory Agencies requesting Kraken account records

Kraken assists law enforcement and regulatory agencies in their investigations while also protecting client privacy as required by law and applicable privacy policies. Kraken will respond to legal requests when it has a good-faith belief that the request is valid and legally enforceable. Kraken's primary goal in these matters is to provide timely and accurate responses to all law enforcement and regulatory requests.

All correspondence and requests for company documents or actions must be issued to **Payward, Ltd.** and submitted via email to **lawenforcement@kraken.com**. This email address is confidential and **should not** be shared with individuals outside of law enforcement.

The following address is provided for official documents; however, all requests and correspondence should be routed via email to the aforementioned address.

Payward Ltd.
6th Floor, One London Wall
London EC2Y 5EB
United Kingdom

Kraken recommends the following for the most efficient processing of law enforcement and regulatory requests:

- All requests must be from an email address from a government domain and include the name, position, and direct phone number of the requesting agent.
- All requests must include
 - A copy of the official document (e.g. subpoena, summons, production order, court order)
 - A list of identifiers in editable format, such as an Excel spreadsheet or Word document, to easily copy and paste the identifiers and avoid transcription errors
- Provide all known identifiers such as name and date of birth, email address, Kraken account number, Kraken username
- Limit requests to a reasonable number of individuals/addresses/transactions. Kraken reserves the right to object to requests that are overbroad, burdensome, or vague
- Narrow down requests to relevant data such as a specific transaction hash or date range
- When providing a wallet address, also supply the corresponding transaction hash, date, and amount.
- When providing a transaction hash, specify the amount of the transaction and any wallet addresses of interest. A transaction hash without a wallet address may not be sufficient.
- Include a unique request reference number whenever applicable

Kraken will provide the following with the completed Data Production Package:

- Exhibit 1: Excel spreadsheet of account owner information including IIBAN, account name, username, e-mail address, physical address, date of birth, Social Security number, occupation, and date of account opening.
- Exhibit 2: Images of Know Your Customer (KYC) documents, when available, including government identification, identification verification photos, and proof of residence documentation.
- Account Balance: A screenshot image of the client's current account balance.
- Data Reports: A package of six spreadsheet files containing client account data.
 - Accounts: All wallet addresses, external bank accounts, or payment processors linked to the client's account
 - Accounts Matches: All other Kraken accounts which have utilized or linked the same accounts as the client.
 - Cookie Matches: All Kraken accounts with cookie matches to the client
 - IP: All IP addresses used by the account
 - Ledgers: A full history of the client's transactions and trading
 - Logins: A history of the client's login-related activity
- Understanding Data Reports – A document addressing commonly asked questions related to the Data Report files.

Response time will be within 3-4 weeks from receipt of the legal request. Response time could be longer if the request is larger than a standard request. Requests for urgent replies must be justified.

Kraken wishes to cooperate with law enforcement and their legal requests for information while also ensuring that we operate in compliance with all legal and regulatory expectations for customer privacy. We thank you for your cooperation and we look forward to working with you.