

Olliv Mobile Product Guide

Version 1.0

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Introduction

Olliv offers safe, inclusive, next-generation alternatives to traditional financial institutions that all of us can easily access and use. This customer manual is intended as a guide to educate customers on the functionality and features within Olliv.

Which devices does the mobile app support?

You can install the Olliv app on any mobile device that uses iOS or Android operating systems, like an iPad, Samsung phone, Pixel Slate, etc.

Help

Any questions, concerns, or issues regarding the app may be resolved by contacting the Olliv support team. Whether you need help keeping your crypto secure or have questions about cryptocurrencies, our 24/7 award-winning customer support team is available by phone: 1-888-88-OLLIV (888-886-5548)

High Level Feature Summary

OLLIV offers safe, inclusive, next-generation alternatives to traditional financial institutions that all of us can easily access and use. Through services ranging from a mobile app to a website and OLLIV kiosks, we provide an easy way for users to transact with cryptocurrencies and keep their assets safe & secure. Each user will be able to:

- Buy & sell crypto
- Send & receive crypto
- Swap crypto
- Find nearby crypto kiosks
- Browse & search cryptocurrencies
- Create, add, and manage self-custody wallets

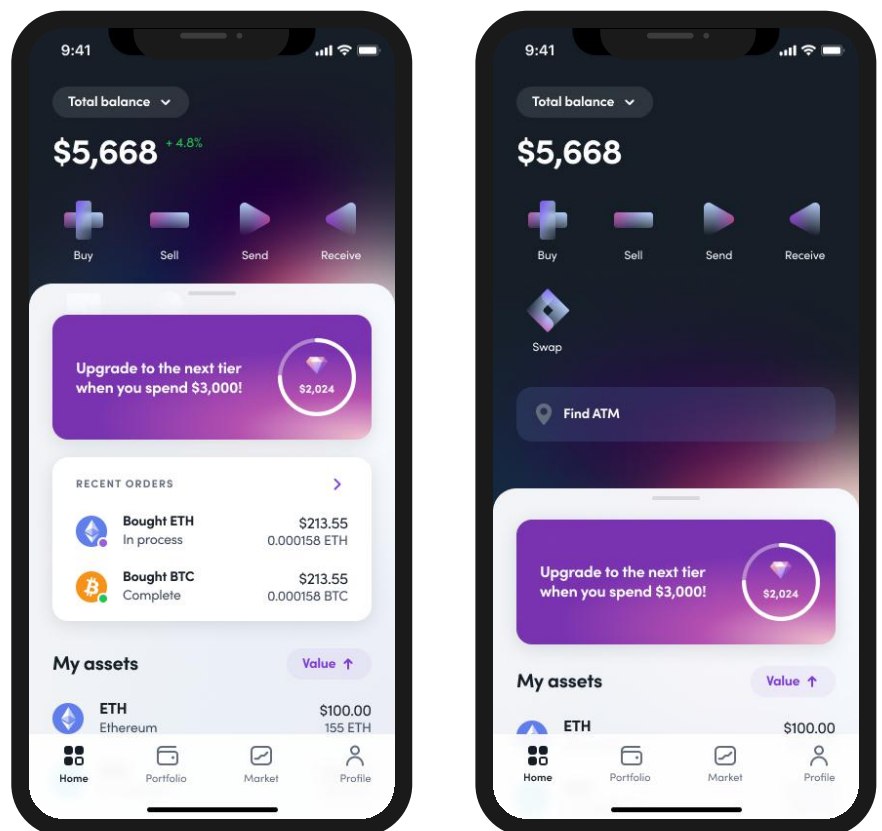
01. Homefeed

Wallets

After signup or login from the mobile app, the homefeed at the top section of the screen displays your total balance with the daily portfolio change. Multiple wallets are supported – either by importing them or creating a new one. The total balance appears in the dropdown and can be launched as a popup to toggle between wallets.

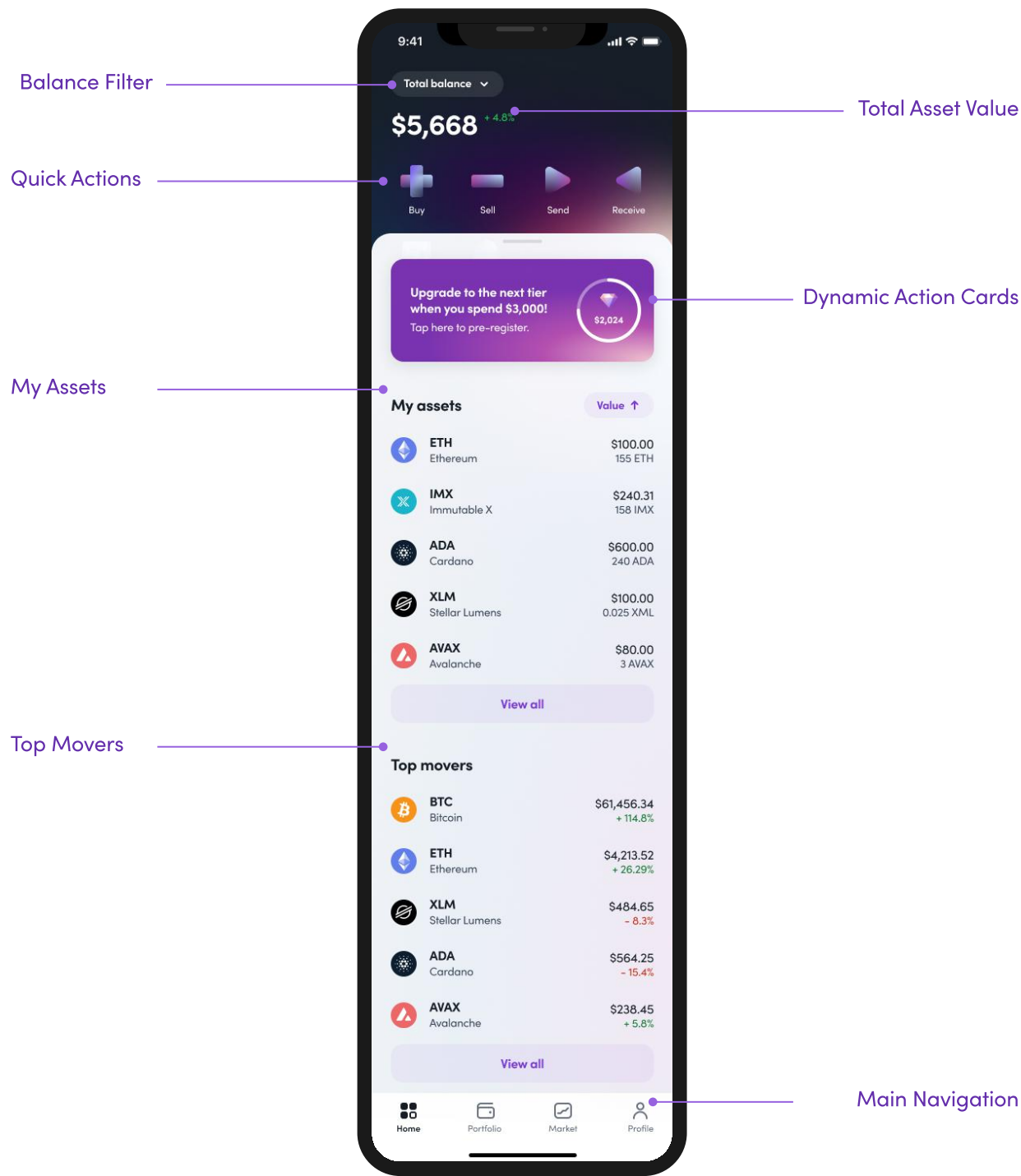
Mobile Order Buttons

The top of the homefeed displays frequently used transaction buttons – Buy, Sell, Send, Receive, and Swap. Additional transaction buttons and a Find Kiosk button can be displayed by dragging down the gray bar in the tray. Each button serves as a shortcut to launch an order process.



01. Homefeed

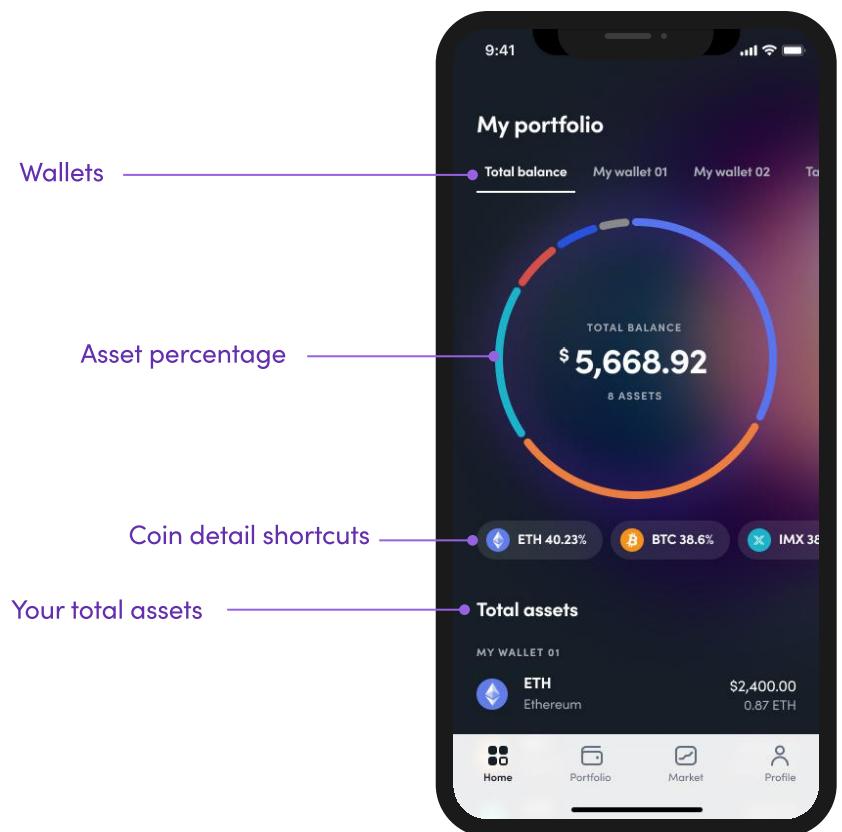
Mobile Layout Map



02. My Portfolio

Assets

From the main navigation bar, My Portfolio displays your total balance inside a circle chart of your asset percentages. If you own multiple wallets, the wallet names will be displayed at the top and can be accessed from the scrollable tab menus.



Other Features

Additional features include:

- Quick navigation buttons to each asset detail page
- List of your assets and total balance with sorting feature
- Buttons that allow you to manage your wallets

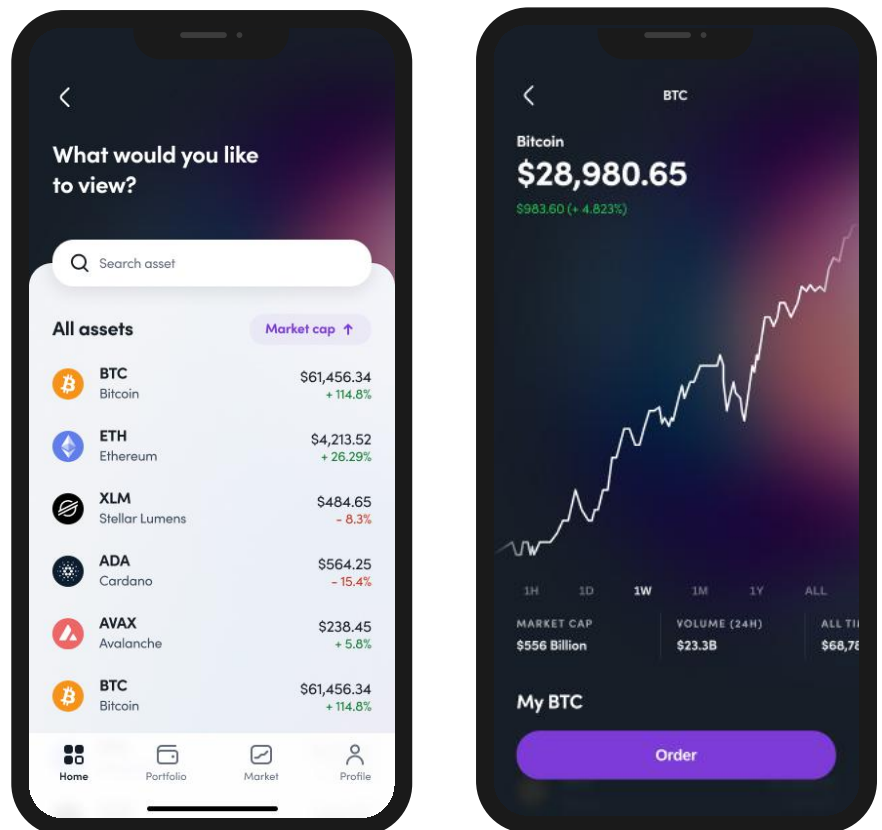
03. Market

Market

Access the Market screen by clicking the market icon from the main navigation. It contains an up-to-date list of cryptocurrencies, current market prices, and value changes in percentage over 24 hours. By default, the list is ordered by market cap, but can also be sorted by top movers or alphabetically.

After selecting an asset from the list, the asset detail page loads with displays for the current price and percentage change, along with key data such as the market cap, trading volume, all-time high, and more.

Once an asset is selected from the list, you will be directed to the asset detail page where you will find a price chart. There you will see the current price with percentage change in value, and key data such as the market cap, trading volume, all-time high, and more.



Other Features

Additional features include:

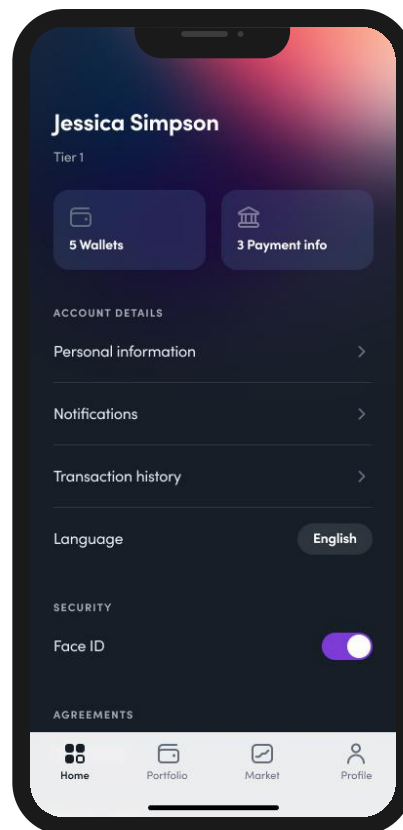
- An interactive price chart providing historical pricing
- Access to all order actions through the Order button
- The current value of your assets
- Asset details
- Your transaction history for an asset
- Latest news related to an asset

04. Profile Settings

Profile Settings

Profile settings allow you to customize your Olliv experience. Wallet, payment, and personal information is available to view and manage. You will need to add your bank account or debit card information from your Account settings before completing a transaction.

You can customize your account settings by selecting the Profile icon from the main navigation. Additionally, you can personalize notifications and view your transaction history. A wallet can be set as the primary, and details can be reviewed and edited. Additional wallets can be created or imported.



Other Features

Additional features include:

- Edit or add additional payment information.
- Edit personal information such as name, email address, and phone number.
- View your Transaction history and filter by order type, wallet, or asset.

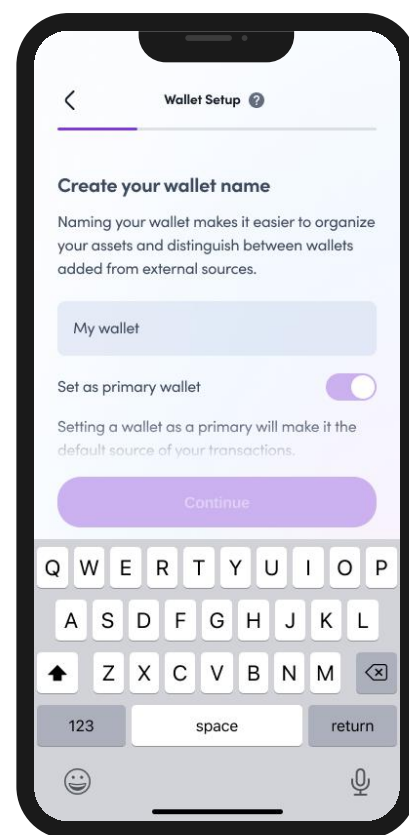
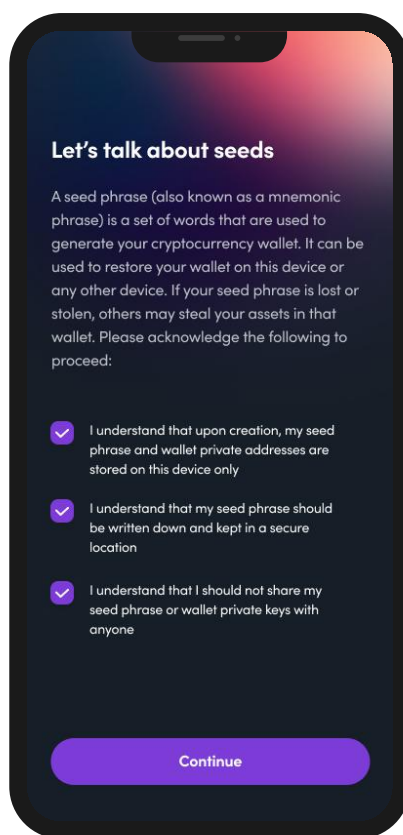
06. Wallet Creation

Before Getting Started

After signing up on Olliv, you will be prompted to either create or import a wallet. In the event of wallet creation, it is essential to have pen and paper handy in order to write down account critical account information.

Seeds and Naming Your Wallet

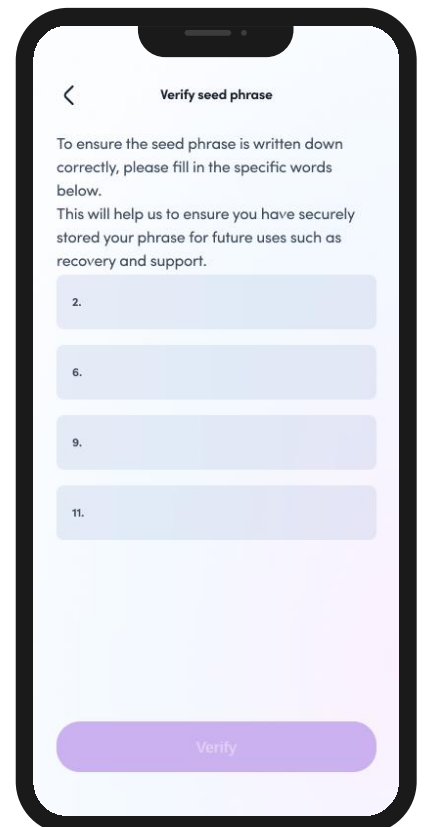
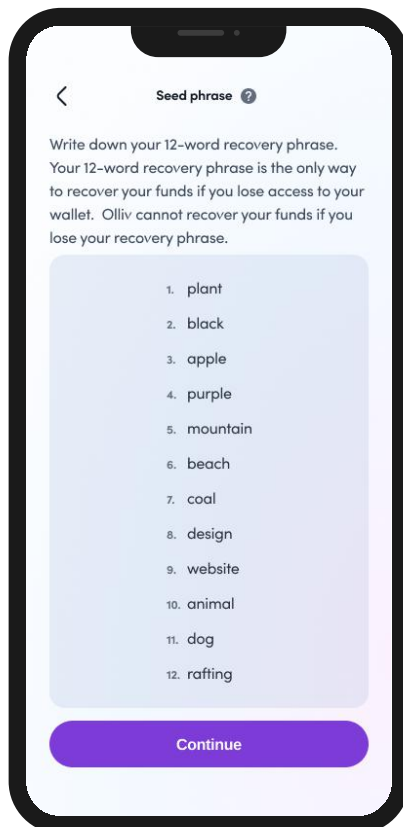
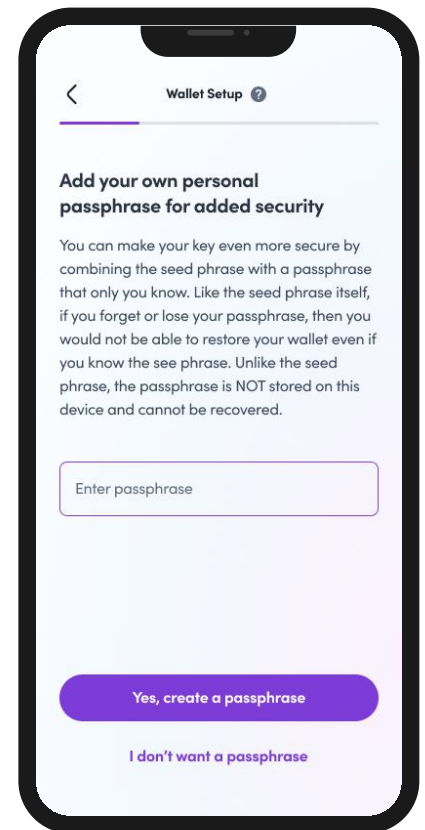
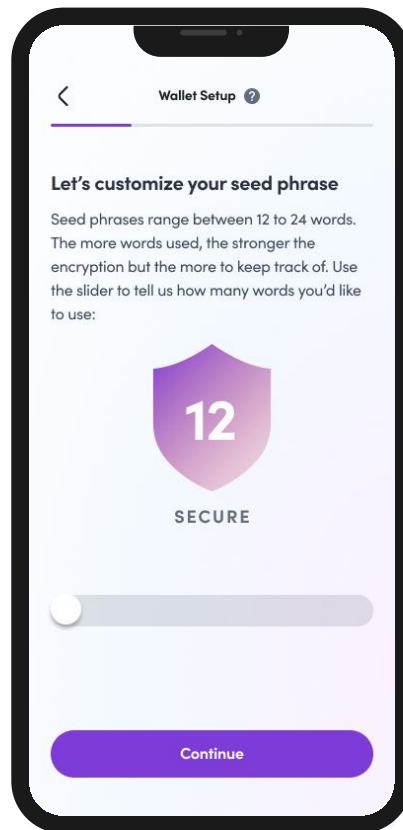
Prior to wallet creation, there are a few acknowledgements to make about seed phrases and how they operate. Seed phrases are the mnemonic phrases that make a wallet uniquely yours. For wallet organization, name your wallet, or keep the default name provided by Olliv.



06. Wallet Creation

Seed Phrase Length and Verification

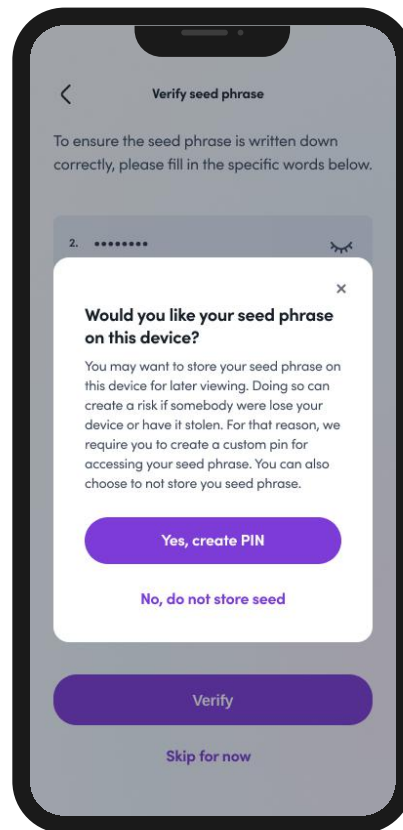
Olliv has the flexibility to produce numerous seed phrase lengths of 12, 18, or 24 words. The longer the seed phrase, the greater security the wallet has. There is also the option of adding a passphrase to your wallet to strengthen the overall security of the wallet which acts similar to an additional word being added to your seed phrase. After customizing the security of your wallet, write down the seed phrase and verify it by entering the words prompted by Olliv



06. Wallet Creation

Seed Phrase Recovery

Losing a seed phrase could result in the entire loss of a wallet. Olliv allows you to use your fingerprint or phone pin code to view your seed phrase in the event the written version is lost.



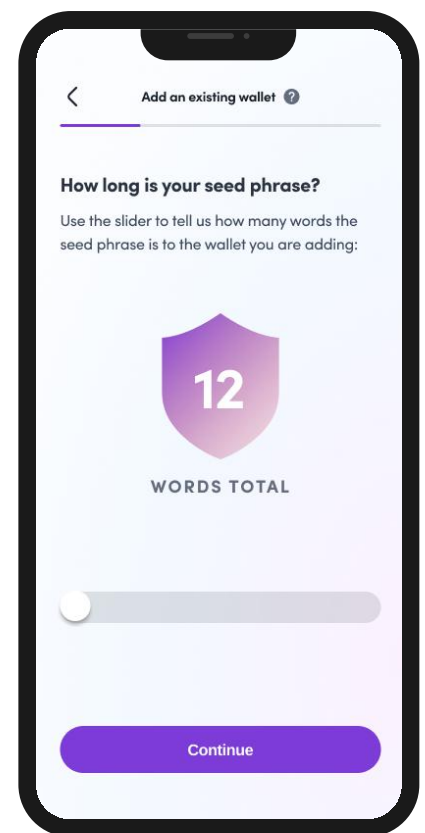
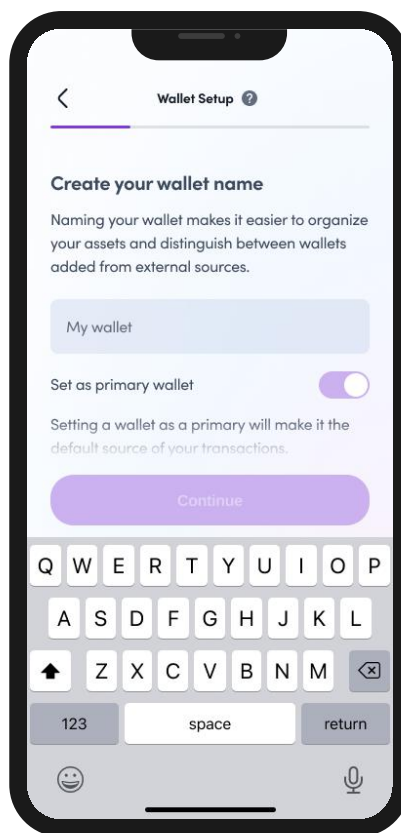
07. Import A Wallet

Before Getting Started

Before importing your wallet, be sure to have your seed phrase and, if necessary, passphrase handy in order to quickly import your wallet on to Olliv.

Naming Your Wallet and Seed Phrase Length

To start the process of importing your wallet on Olliv, you must first give it a name or keep the default name Olliv provides for you. Afterwards, simply specify how many words are in the seed phrase you are trying to import to move forward in the process.



07. Import A Wallet

Entering Your Passphrase and Seed Phrase

After specifying how many words are in your seed phrase, let Olliv know if there is a passphrase associated with your wallet. Then type in your seed and passphrase if applicable. Your wallet should now be successfully imported.

Mobile app screen titled "Add an existing wallet". It asks "Do you have a passphrase?" and provides a brief explanation: "Aside from your seed phrase, had you set up a passphrase as an extra layer of security attached to the wallet you are adding?". Below the text is an illustration of a wallet and a padlock. At the bottom, there are two buttons: "Yes, I have a passphrase" and "I don't have a passphrase".

Mobile app screen titled "Add an existing wallet" showing the "Enter your wallet seed phrase (1-12)" step. It features a list of 12 input fields. The first field contains the word "purple". Each field has a corresponding number (1-12) to its left and an eye icon to its right for toggling visibility.

Mobile app screen titled "Add an existing wallet" showing the "Enter the passphrase you created" step. It features a single input field labeled "Enter passphrase". At the bottom, there is a "Continue" button.

Mobile app screen showing a success message: "'My wallet 1' has been imported!". Below the message is a "Done" button. The screen is partially dimmed, showing the seed phrase input fields from the previous step in the background. The word "rafting" is visible in the 12th field. At the bottom, there is an "Import wallet" button.

Orders

Olliv makes it easy to conduct various crypto transactions including buy, sell, send, receive, swap, and monitoring your crypto.

Order Types

Accessible from the homepage or by clicking the Home button - Buy, Sell, Send, Receive, and swap shortcut buttons - allow quick access to frequently-used order buttons.



Buy



Sell



Send



Receive



Swap

01. Buy

Access Buy Feature

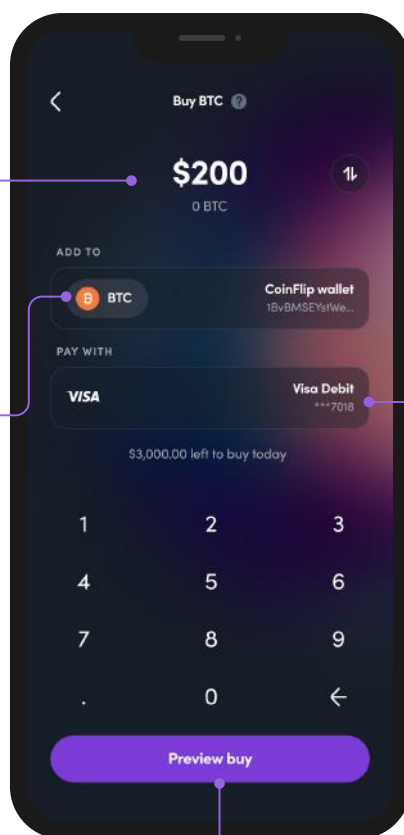


Access the Buy feature from the homepage or through the Home button. You will need to add your bank account or debit card information to your Profile settings before completing any transactions.

How to buy crypto on mobile:

1. Enter the crypto or dollar amount of how much crypto you want to buy.

2. Select which crypto you would like to buy. Clicking on the BTC button allows you to select a different crypto.



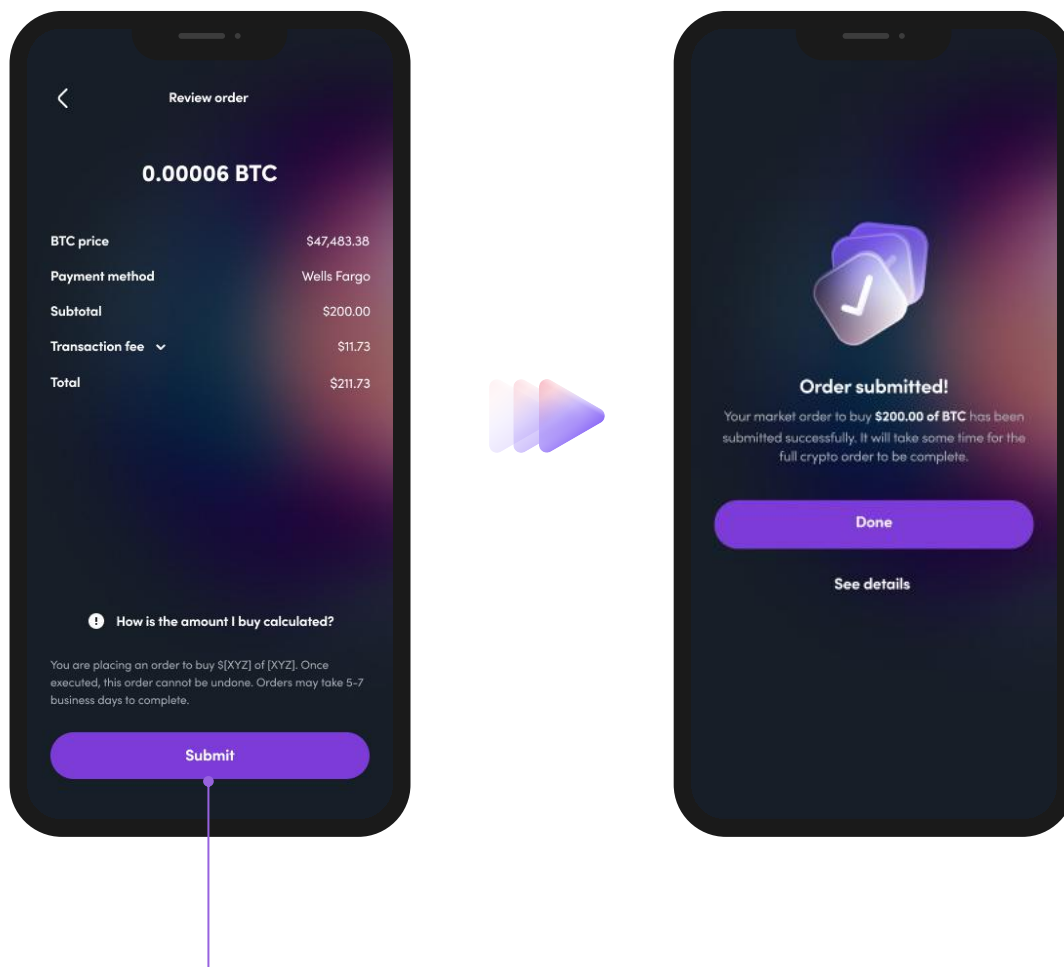
3. Select your payment method. You will need to add your bank account or debit card information from the Profile settings before completing a transaction.

4. Tap Preview Buy to review your order before submitting.

01. Buy

How to buy crypto on mobile

(continued):



5. Submit your order.

Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

02. Sell

Access Sell Feature

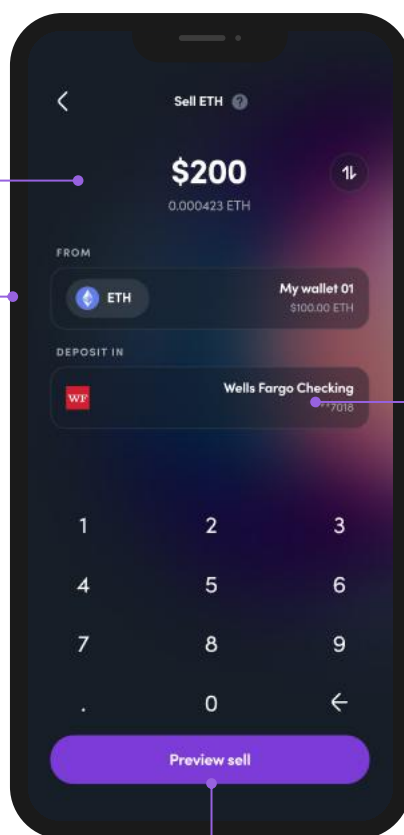


Access the Sell feature from the homepage or through the Home button. You will need to add your bank account or debit card information from your Profile settings before completing any transactions.

How to sell crypto on mobile:

1. Enter the dollar amount or how much crypto you want to sell.

2. Choose which crypto you would like to sell and the wallet you are withdrawing from. The coin will be grayed out if it is not currently supported to sell.



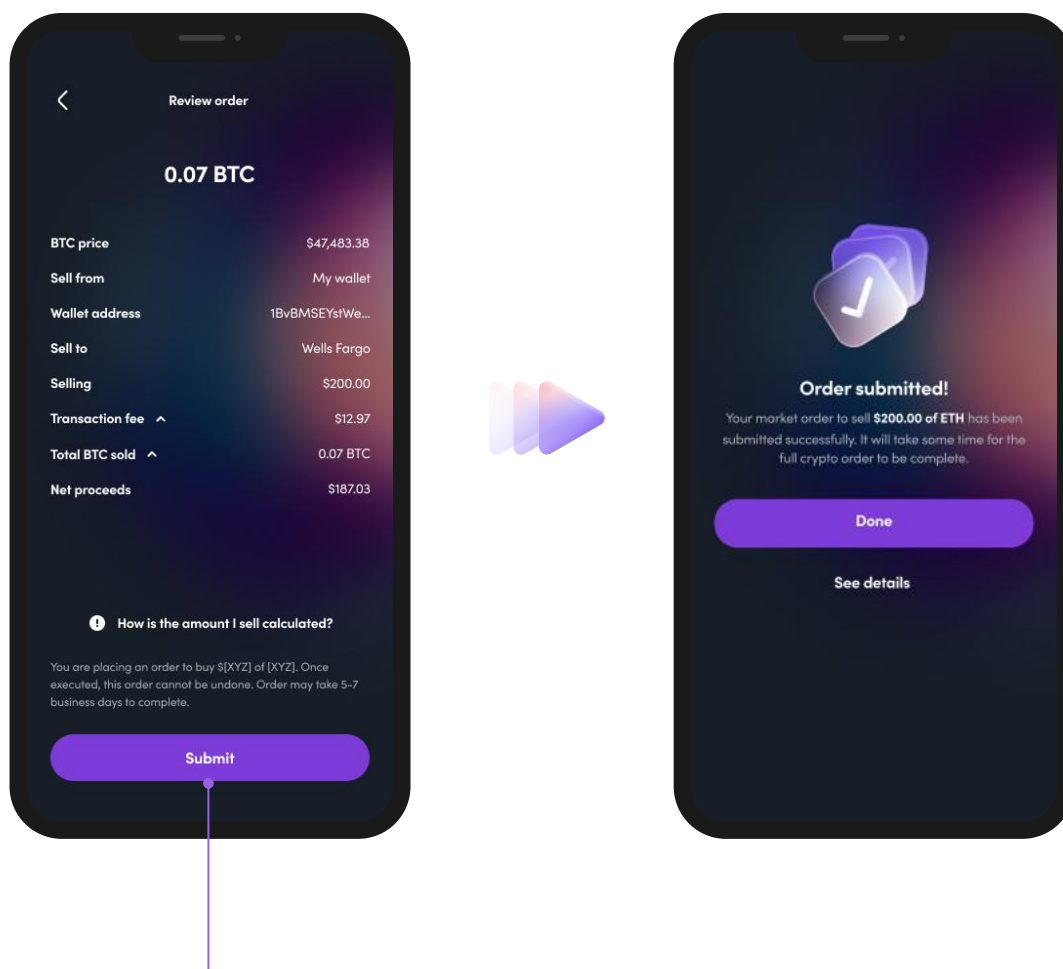
3. Select the account where the funds should be deposited.

4. Selecting Preview Sell displays an order summary.

02. Sell

How to sell crypto on mobile

(continued):



5. Clicking Submit will send the order and complete the transaction.

Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

03. Send

Access Send Feature

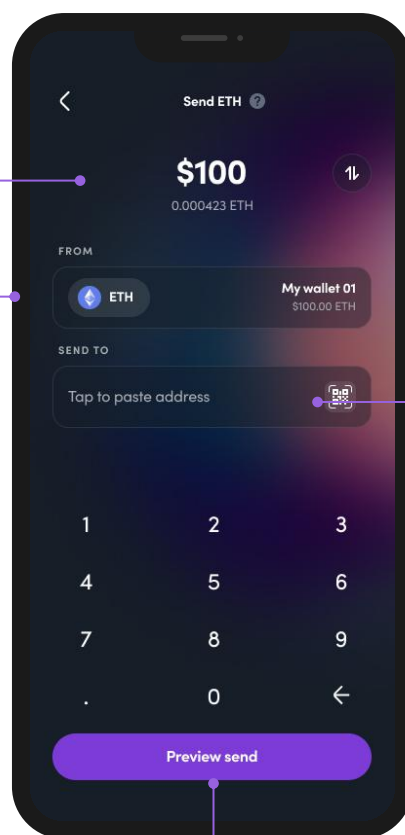


In order to send crypto, you must first own crypto by buying it or importing it from a wallet. Access the Send feature from the homepage or through the Home button.

How to send crypto on mobile:

1. Enter the crypto or dollar amount of how much you want to send.

2. Choose which crypto you would like to send and the wallet you are withdrawing from.



3. Crypto can be sent in two ways.

- Paste in the recipient's QR code from your phone's clipboard.
- Scan the recipient's QR code by tapping on the QR icon which accesses your phone's camera. A confirmation will appear when the code is scanned.

4. Tapping Preview Send will complete the transaction.

*rates may vary based on the app used by the receiver

04. Receive

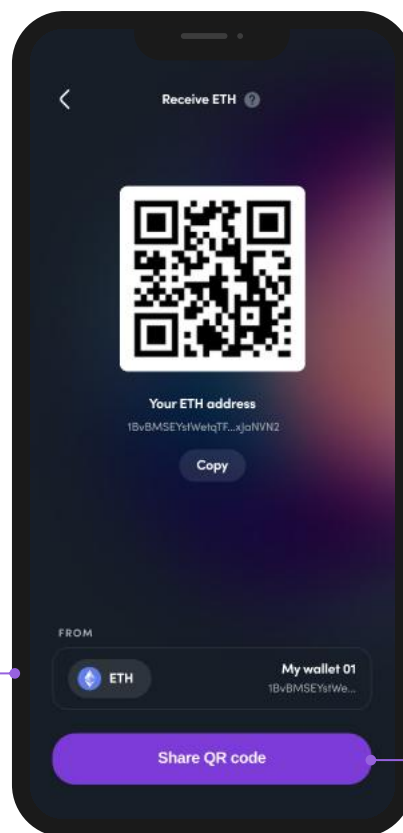
Access Receive Feature

In order to receive crypto, you can access the Receive feature from the homepage or through the Home button.



How to receive crypto on mobile:

1. Select the desired crypto along with your preferred wallet for storage.



2. You can share your wallet address in two ways.
 - a. Send your QR code to the sender by tapping the Share QR code button. The QR code containing your wallet address can be sent via text or email.
 - b. Copy your wallet address by tapping the Copy button. Your wallet information will be copied and pasted into a text or email.

05. Swap

Access Swap Feature



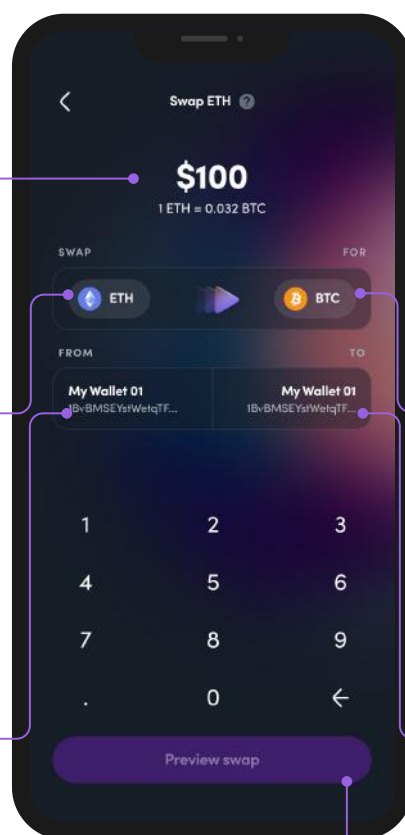
In order to swap crypto, you must first own crypto by buying it or importing it from a wallet. Access the Swap feature from the homepage or through the Home button.

How to swap crypto on mobile:

1. Enter the dollar amount of how much crypto you want to swap.

2. Select which crypto you would like to swap with. Clicking on the ETH button allows you to select a different crypto.

4. Select which wallet you would like to swap your crypto from. Clicking on the My Wallet 01 button allows you to select a different wallet.



3. Select which crypto you would like to swap for. Clicking on the BTC button allows you to select a different crypto.

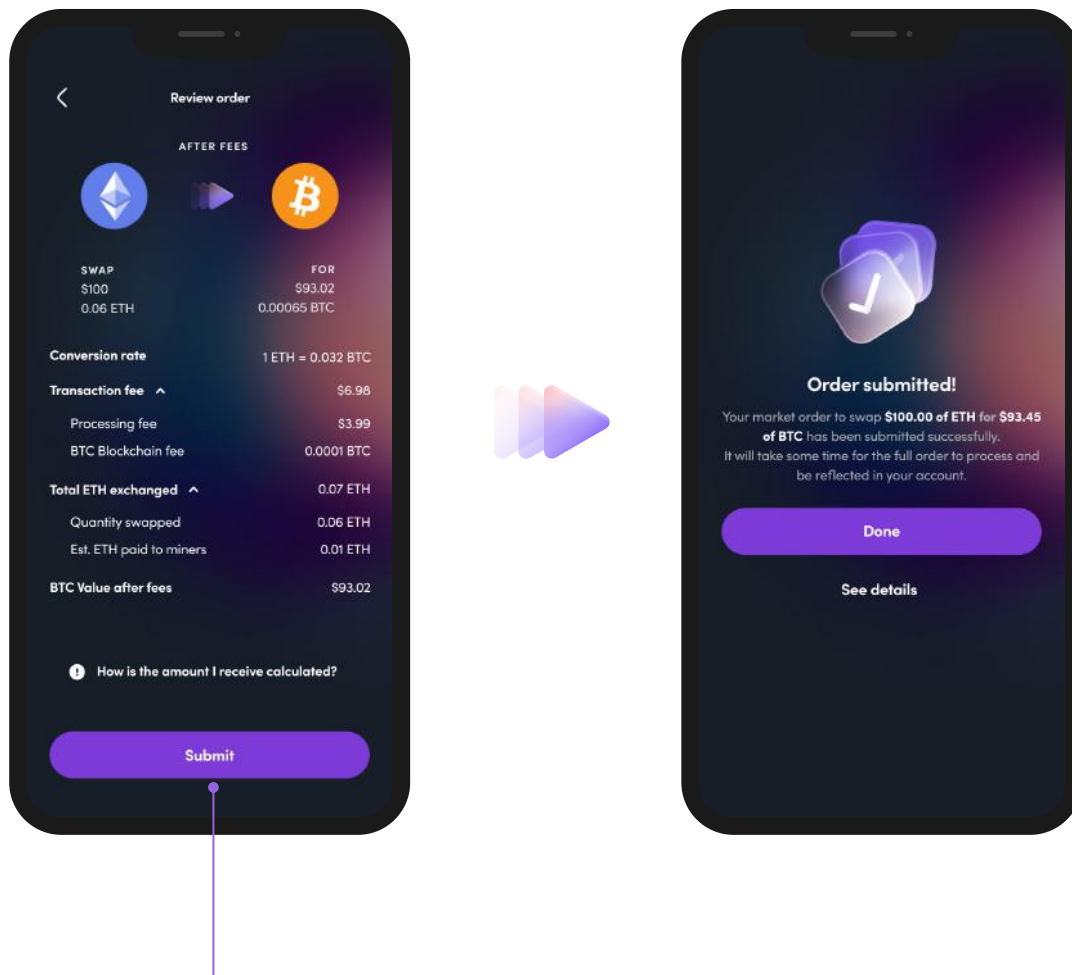
5. Select which wallet you would like to swap your crypto into. Clicking on the My Wallet 01 button allows you to select a different wallet.

6. Tap preview screen to review your order before submitting.

05. Swap

How to swap crypto on mobile

(continued):



7. Submit your order.

Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

Transaction Limits and How to Upgrade

Limit definitions:

By law we are required to obtain, verify, and record information that identifies each person who opens an account or changes an existing account. This federal requirement applies to all new customers and current customers. This information is used to assist the United States government in the fight against the funding of terrorism and money-laundering activities.

What this means to you:

Registered User: The limit is set at \$1,000 per day and allows a total lifetime maximum of \$3,000. It requires your name, email address, phone number, and a debit card. Once you reach \$3,000 you must register as a trusted customer if you want to continue transacting with Olliv.

Trusted User: The limit allows you to spend up to \$35,000 per day as well as gives you the option to make purchases via electronic funds transfers through your bank. This option requires users to provide additional informational on top of the registered user requirements.

REGISTERED

\$1,000

Daily limit

TRUSTED

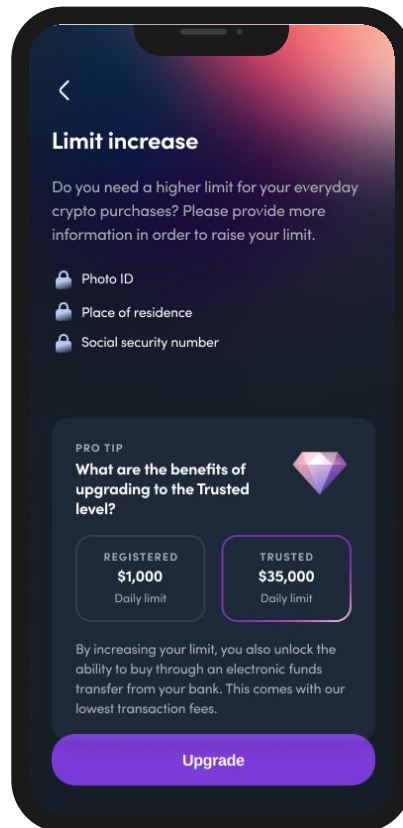
\$35,000

Daily limit

How to Upgrade Your Limit

How to Upgrade Limit

1. Once you attempt to spend more than the registered lifetime limit of \$3,000 without exceeding the registered daily limit of \$1,000, you will be prompted with the screen to the right.
2. You then have the option to upgrade from registered to trusted customer, or to reduce the amount of crypto you are currently trying to buy.



FAQ

MOBILE DEVICES

What payment methods are available?

Customers can pay with a debit card or through ACH with their bank.

How do I see the individual balances of all my wallets?

From the home screen, Portfolio allows you to view individual balances or your total balance.

How do I see the status of my order?

From the home screen, select Profile > Transaction History. Orders can be filtered by asset, order type or wallet.

Can I import a wallet into Olliv?

Yes! From Profile, select Wallets > Import Wallet.

How do I update my email?

From Profile, select Personal information, and click the pencil to edit.

How do I update my password?

From the home screen, select Profile > Personal information and click the pencil to start the process.

FAQ

FEES

What's a processing fee?

The processing fee is collected by Olliv in exchange for the digital services provided by the platform.

What is a bank fee?

The bank fee is collected in exchange for processing payment through your debit card or bank.

What is a blockchain fee?

The blockchain fee covers the cost of sending crypto purchased from the Olliv platform's operational wallet and transferred to the user's destination wallet.

What is paid to the miners?

Mining fees pay for the computer power required to process a transaction on the blockchain. The network fee an Olliv user must pay directly to miners on the blockchain is dependent on the blockchain being used and the block activity on that blockchain.

How do I delete my Olliv web account?

To delete your Olliv web account, contact our customer support team by calling 1-888-88-OLLIV (1-888-886-5548). Olliv can be reached 24/7.



Contact Us

www.olliv.com | 1-888-88-OLLIV (888-886-5548)