

UNYTED · TOKEN HOLDER SUPPORT

Unyted

Token Holder FAQ

Ownership · Transfer · Future sale

Issued by UNYTED Ltd — Version v1.1 · May 2026

This document collects, in writing, the answers we provide to our token holders. It is updated whenever a position changes; the latest version always lives at support.unyted.world.

FIRST RESPONSE

Within 24 hours

SUBSTANTIVE REPLY

Within 5 business days

LANGUAGES

English & Deutsch

Where we stand today.

Unyted is going through a structured re-launch — and the ecosystem is visibly coming back. The token-holder surfaces unyt.shop, unyted.world and unyted.chat are now live again (re-launched in May 2026); fintery.com is in the final stage of its own re-launch. UNYT is being formalised as a prepaid utility credit.

The Floin-side migration is the source of most of the questions we currently receive — the pages that follow address them directly, calmly, and factually. Where a question is not covered, the support form on support.unyted.world reaches us — every submission is read, tracked, and answered.

Ownership, transfer, future sale.

Filter by topic, or read straight through. These answers reflect the position of UNYTED Ltd as of May 2026; if any of them change, the support page is updated and every active token holder receives an email.

Ownership

• OWNERSHIP

How is my ownership of UNYT tokens recorded?

Your holding is recorded in two places. First, our internal Holder Register links your verified identity to your purchase, the date, the amount, and the receipt issued by the selling entity. Second, where the on-chain UNYT contract applies, your balance is recorded by the smart contract on Arbitrum. The Holder Register is the canonical record we use for support, migration, and any future redemption; the on-chain balance is the verifiable public counterpart wherever it has been issued to a wallet you control.

If you are unsure which of the two applies to your purchase, contact support — include your purchase date and the email address you used to buy. We will look up your record and reply with a written confirmation of your holding.

• OWNERSHIP

Can I get a written confirmation of my holding?

Yes. A signed Holder Statement is issued on request, free of charge, and includes: the issuing entity, your verified name and identifier, your current balance, the cumulative purchase total, the original receipts, and the date of issue. It is a PDF document suitable for personal records, tax purposes, and estate planning.

To request one, use the support form on support.unyted.world and choose "Written confirmation of holding". We deliver Holder Statements within 5 business days of identity verification.

• OWNERSHIP

What does owning a UNYT token actually give me?

UNYT is positioned as a prepaid utility credit. One UNYT represents the right to use 1 m² of virtual land in the Unyted environment and, by extension, prepaid access to services billed in UNYT across the ecosystem (for example, redemption into TAKO CRM user-months on tako.software). UNYT is not structured or marketed as an investment, a security, or a speculative financial instrument.

Some early holders purchased UNYT when the framing was different. We honour those purchases under the terms in force at the time and explain the migration in the "Migration" section below.

Transfer

• TRANSFER

Can I transfer my UNYT tokens to another person?

Yes — with two conditions, both designed to protect you and the recipient.

- Identity: the recipient must complete the same identity verification (KYC) you completed, because UNYT is issued by an EU-regulated entity and we cannot record a holder who has not been identified.
- Form: the transfer is documented in a one-page Transfer Deed signed by both parties. We supply the template and counter-sign on receipt. The transfer is then reflected in the Holder Register, and — if the balance lives on-chain — on Arbitrum.

No transfer fee is charged. Typical processing time once both parties have submitted their parts is 5 business days.

• TRANSFER

What happens to my tokens in the event of inheritance?

Your UNYT holding is part of your estate. To prepare in advance, you can: nominate a beneficiary on file (using the Beneficiary Form we provide on request); store your Holder Statement with your other estate documents; and, if your tokens are on-chain, follow standard self-custody practice for your private keys.

When we are notified of a holder's death together with a death certificate and a document establishing the heir or executor, we transfer the holding to the heir(s) after identity verification, free of charge, under the same Transfer Deed process.

• TRANSFER

Can I move my tokens to my own wallet (self-custody)?

Yes — and we have made the path simpler. Following the Floin de-listing, we now ship UNYTs from our own holdings directly to a MetaMask wallet that you nominate. You only need to "import" the tokens after they arrive — a one-minute step, with a written guide we provide.

What happens to the tokens that remain in your Floin wallet? They stay there — and become inert. The token contract carries a white-listing function: only wallets we have explicitly authorised can receive UNYTs. Since no Floin-side wallet is on our whitelist, those tokens cannot be moved or activated by anyone — including Floin itself. They effectively exit circulating supply. We do not need a confirmation from Floin; a short written declaration from you that you will not act on the Floin-side balance is enough for our records.

The dedicated migration page is transfer.unyt.shop. We are no longer bound by Floin-imposed deadlines.

If your balance already sits on-chain in a wallet under your control, no action is needed — the tokens are yours, and you can move them under your own keys at any time. If you have lost access to that wallet, see the next question.

Future sale

● FUTURE SALE

Will it be possible to sell my UNYT tokens in the future?

We are deliberately careful with this answer because the regulatory framing matters. UNYT is positioned as a prepaid utility credit, not as a financial instrument, and the primary use of UNYT is redemption for services within the ecosystem (virtual land, TAKO CRM credit, services billed in UNYT). A secondary venue for selling UNYT — the "Swap" function on unyt.shop and the broader unyt.exchange — is on the public roadmap and will be enabled once execution, compliance, and settlement rails are completed. We do not commit to a date because we will only open it when it is safe and lawful to do so.

In the meantime, you can: (1) transfer your tokens to another verified person under the Transfer Deed process; (2) redeem them for the services they entitle you to; (3) hold them until the secondary venue opens. If your reason for wanting to sell is hardship or change of plans, see the "Refund & exit" section.

● FUTURE SALE

What happened to the listing on Floin?

The UNYT-EUR pair on Floin was de-listed on 15 April 2026 as a result of new regulatory requirements that would have passed substantial overhead and cost through to token holders. Floin asked holders to move their tokens to another wallet by 31 May 2026.

What this means for you, in practice: we have built and opened our own infrastructure so that you do not have to navigate the migration alone. We ship UNYTs from our own holdings directly to a MetaMask wallet you nominate; the tokens remaining in your Floin wallet stay there and become inert (no Floin-side wallet sits on our whitelist, so those tokens cannot be moved or activated by anyone). Details and the step-by-step process are published on transfer.unyt.shop. We are no longer bound by Floin-imposed deadlines.

If you held UNYT on Floin specifically and would like us to walk you through your individual situation, contact support with your Floin account email — or request a personal conversation from June 2026 onwards.

● FUTURE SALE

Is there a reference price?

The historical reference price for a primary purchase of UNYT was €1.25 per token, tied to 1 m² of virtual land. That is a primary-issuance reference for buying from us — not a guarantee of a market price, not a commitment to buy back at that price, and not a forecast of any future market price.

Any market price will be set, when secondary trading opens, by what willing buyers and sellers agree on the venue at that time.

Wallet & custody

● WALLET & CUSTODY

Where are my tokens actually held?

Depending on when and how you bought, your UNYT is in one of three forms:

- On-chain balance — your own wallet — UNYT held under your own private keys (e.g., a MetaMask wallet you control). The asset is yours unconditionally; we cannot freeze, move, or recover it on your behalf.
- Legacy Floin wallet — UNYT that still sits in the Floin wallet you used at purchase. After the Floin de-listing on 15 April 2026, we have opened a comfortable migration path: you nominate a MetaMask wallet, we ship UNYTs from our own holdings to it, and the tokens left on the Floin side stay there as inert balance (no Floin-side wallet is on our whitelist). Details: transfer.unyt.shop.
- Custodial balance with us — for purchases handled directly through the issuing entity, a ledger entry held on your behalf and identified by your verified account.

If you don't know which applies, contact support and we will tell you in writing — or request a personal conversation from June 2026 onwards.

● WALLET & CUSTODY

I lost access to the wallet I used. Can you help?

If your tokens are held custodially with us, no — you do not need that wallet, your balance is identified through your verified account. Contact support to recover access to that account.

If your tokens were issued on-chain to a wallet whose private keys you no longer hold, we are not technically able to move tokens out of that wallet on your behalf — that is the trade-off of self-custody, and any party claiming otherwise should be treated with caution. We can: confirm the wallet's historical link to your identity, certify the loss for your records, and, in specific circumstances and after strict identity verification, consider issuing replacement tokens against the lost balance under a written one-off process. Contact support, choose "Lost wallet access", and attach what you have.

Migration

● MIGRATION

I bought UNYT when it was framed differently. Is my purchase still valid?

Yes. Every prior purchase is honoured on the terms in force at the time of your purchase. The repositioning of UNYT as a prepaid utility credit changes how the token is framed and traded; it does not invalidate, reduce, or expire balances acquired earlier. You will not be asked to pay anything to "migrate" — migration is a re-labelling, not a re-sale.

Where the migration affects how you redeem or transfer tokens in practice, we will email a written notice to every active holder before that change takes effect, with a no-action default option.

● MIGRATION

When will the smart contract address be published?

The canonical Arbitrum contract address and the corresponding block explorer link will be published on the support page when the re-start gating items are complete. If you would like to be notified the moment they go live, contact support with subject "Notify me: contract publication" — you will receive a single, targeted email.

An external smart-contract audit is not part of the current scope.

Refund & exit

● REFUND & EXIT

My circumstances have changed — can I get a refund?

The legal right to a refund depends on the contract and consumer-protection rules in force at the time of your purchase and your country of residence. Within the EU and the UK, the 14-day right of withdrawal applies to most distance purchases unless a specific exemption applies. Outside that statutory window, refunds are at the discretion of the issuing entity.

Where we receive a clear, evidenced hardship request from a documented holder, we review it case-by-case and aim to find a workable outcome — whether that is a partial refund, an extended redemption path, or a structured transfer. Contact support, choose "Refund or hardship review", and describe your situation. There is no penalty or impact on your existing rights for asking.

● REFUND & EXIT

Can I speak with someone in person?

Yes. If a written exchange does not fully satisfy you — or if you would simply prefer to talk to a person — we are happy to arrange a personal conversation by phone or video call. Personal conversations are being scheduled from June 2026 onwards and tend to resolve outstanding questions quickly.

Contact support with the topic "Request personal conversation", briefly describe what you would like to discuss, and let us know which times of day suit you. We will reply with two or three concrete slot suggestions within 5 business days.

• REFUND & EXIT

What is your complaints procedure?

Contact support with the category "Complaint". The complaint is logged with a unique reference number, acknowledged in writing within 24 hours, and assigned to a named complaints handler. A written substantive response is provided within 15 business days; if a complete answer takes longer, we update you in writing at least every 10 business days until resolved.

If a written exchange does not resolve your concern, we will offer you a personal conversation — by phone or video call — to work the matter through directly. Personal conversations are being scheduled from June 2026 onwards and, in our experience, lead to a quick resolution.

Legal & entities

• LEGAL & ENTITIES

Which legal entity do I have a contract with?

The issuing entity is UNYTED Ltd, registered in England & Wales (Reg. No. 14046174 · VAT (GB) 437 2383 89). UNYTED Ltd is part of the Fintery Group, which provides the underlying operating, product and platform infrastructure. All token-holder support — registry queries, transfers, statements, refunds, complaints — is handled by UNYTED Ltd.

Your original purchase receipt remains valid as proof of your holding, regardless of which Unyted entity historically processed the payment.

• LEGAL & ENTITIES

Where can I read the terms, privacy policy, and risk disclosures?

The current versions are linked from the bottom of unyt.shop and from the footer of the support page. If you would like the versions in force at the time of your specific purchase (for evidentiary or tax purposes), contact support with subject "Historic terms" — we send them as PDFs.

How to reach the Holder Support team.

Web form: support.unyted.world — every submission is logged with a reference number and answered in writing.

Email: support@unyted.world — reaches the same inbox and the same team.

Phone: +44 333 015 5007 (Mon–Fri, UK landline). Outside business hours, voicemails are transcribed into tickets at support@unyted.world.

Personal conversation: by phone or video call, scheduled from June 2026 onwards. Book directly at tako.software/book/user_4694a9d2e1bc (max two per day) or via the web form with the topic "Request personal conversation".

Post: UNYTED Ltd · Holder Support · Kingston upon Thames · Surrey · United Kingdom (Reg. No. 14046174 · VAT (GB) 437 2383 89).

FIRST RESPONSE Within 24 hours	SUBSTANTIVE REPLY Within 5 business days	LANGUAGES English & Deutsch
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This is the only support channel for Unyted token holders. We do not operate on Telegram or Discord — anyone claiming to represent Unyted there is not acting on our behalf. The only written channels are support@unyted.world and the web form at support.unyted.world.

UNYT is positioned as a prepaid utility credit and not as an investment product, financial instrument, or security. Historical reference prices stated in this document are primary-issuance references; they do not constitute a market price, a buy-back commitment, or a forecast. © UNYTED Ltd. All rights reserved.