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Commercial Network
Policies and Procedures



Commercial Network Policies and Procedures

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Based on defining an ecosystem of maximum respect and professionalism between distributors and Mind Capital, as well as between distributors and dealers, the following policies are set and applicable from the present time and with a retroactive global character.

1.- Behaviors that may be a reason for a withdrawal from Mind Capital's distributor/investor status:

- Using words, behaviors, actions, or activities that call Mind Capital into question.
- Using the network in whole or in part to disseminate or promote non-Mind Capital products.
- Using false or misleading information about Mind Capital, its system, its corporations, advisors, or other distributors.
- The word Distributor must follow always a domain name, sub-domains on websites and social networks with the single word Mind Capital in it. These include channels, groups or any messaging tool such as Telegram, Whatsapp, WeChat or any social media.

Additionally, it is not allowed to use words like VIP, Official, Exclusive or any other name that is not the word Distributor (including any language).

- Misleading a potential distributor by indicating that what you do at Mind Capital is a job, or by demanding a registration fee that is not entirely within the Mind Capital system.
- Using fictitious names, assumptions, or nicknames.
- Using other people's identities.
- Using the Mind Capital logo, without being the specific logo for distributors.
- Talking to the media on behalf of the company or pretending to be the company
- Indicate that you have exclusivity by country or area.
- Send emails or communications to other members, including downline, who have not given you written permission to do so.
- It is a reason for immediate cessation of misleading advertising, use of malicious software, harmful marketing practices and illegal actions such as theft, impersonation, hacking, phishing, etc.

-The illicit recruitment of referrals by a Distributor is a reason for immediate withdrawal, and its created structure will pass directly to the Company.

- It is not allowed to modify material that is property of Mind Capital.
- The use of the address of the offices of Mind Capital in social networks, web pages or in any material that has not been previously published in the official channels of the company is not allowed. It is the sole responsibility of each Distributor to use and / or publish the address of YOUR business.
- Mind Capital does not allow under any circumstances immoral or offensive behavior, words or insinuations towards a corporate or towards any distributor, and will also act with total force in these situations. This policy is applied retroactively.

2.- Account Cancellation and Blocking Processes due to non-compliance

1. Notice through our corporate email compliance@mindcapitalhq.com, to proceed to change the non-compliance behavior or action.
2. If you do not proceed to change, you will be temporarily blocked (block 1), in which the account returns will not stop, but you will not be able to access it, with a maximum period of 10 days, when there is Once the appropriate requirements have been made, you can send an email to compliance@mindcapitalhq.com, to indicate that the changes have been made. You will not be allowed to make any registration, on any line, from the moment you go to block 1.
3. If you do not make the changes or indicate that they have been made and have not done so within this period, the account will be blocked definitively, stopping the returns and you will have a period of 20 days to withdraw your capital and returns until the date of the final block. No registration of that person in any line will be allowed from that moment on.

3.- Before carry out any of these actions, ask for the company:

This implies having an OK from the company in writing.

- Attend fairs and exhibitions on behalf of Mind Capital.
- Attend interviews with the media (in this case there must always be a corporate

representative at such meetings and comply with the procedure for interviews).

4.- Actions that we recommend always to do:

- Share the materials that we post on Mind Capital's channels
- Any question or information required must be sent through the support area since that information in the support area is channeled and appropriately answered.
- Use the Mind Capital Logo with the word distributor included, which you will find on the platform.

5.- Basic procedures:

5.1.- Interviews

Follow the steps if you want to interview corporate clients, including Gonzalo García-Pelayo:

- Send a request to support indicating your media and your full name and contact details, as well as the questions you would like to ask in the interview.
- The communication department will give you a positive or negative answer or dates depending on the availability of the corporate.
- The recording of the meeting will be made exclusively in the company's media or channels, never in third party channels.
- Mind Capital will send and broadcast the interview to the interviewer, as well as to all channels it considers of interest, including official ones.

Meetings held in person, online or by any other media in which a company corporate, including the CEO, participates, must be authorized by the communication department, but no distributor is authorized to publicly disseminate them, without a additional written authorization.

5.2.- Official Communication

Any official information will be published solely and exclusively in the company's official media. Any communication that has not been published in the official media can be considered Non-Compliance.

5.3.- Visits to Mind Capital's Office

- Once every two weeks, a tour will take place, generally on Fridays from 11.00 to 13.00, where the distributors will be able to attend the tour to get to know the offices and ask any questions they may have to the corporate ones.

6.- Crossrecruiting not allowed.

Crossrecruiting is not allowed in Mind Capital.

What is Crossrecruiting? Go to another line because you do not want to continue on the current one.

7.- Complaints of non-compliance rules

If you see that a Mind Capital distributor is not complying with the rules described above, you can report it to compliance@mindcapitalhq.com indicating the distributor code and what specific action it is not complying with, additionally sending evidence you may have obtained so that our compliance area can study it and act on it if necessary.

8.- Rules of conduct in the commercial network

- Mind Capital does not allow behaviors that may be abusive concerning achieving personal benefit, including various levels of contributions without any business network.
- For any change in network positions, positions that do not have at least two horizontal positions below them will not be considered valid.
- The company, in case of independent positions with no commercial network positions during a discretionary time, may without previous notice, compress one or several positions in the first level of the distributor from which they hang.
- The changes have to be with a justified cause and approved by the compliance department.
- In Mind Capital the registration of companies or groups is NOT allowed. Each registration must be exclusively of natural persons over 18 years of age. It is also not allowed to have more than one personal account.
- It will not be allowed that several members of the same family nucleus who share the same home address can position themselves on three or more levels within the same line, unless the first is the Leader Advisor.

9.- Confidentiality agreement:

Because at some point, distributors or investors may have access to confidential company information, this confidentiality must be maintained at all times, even when the distributor-company relationship has been terminated.

10.- Basic security rules.

- Do not always use the same password for all my services. Much less use the same password for my Mind.Capital account and for the email used in the account.
- Do not use easy to find out passwords like 123456, 111111, birthday and similar. Try to include, letters, numbers, and signs as much or as little as possible.
- Never save passwords on the computer or cell phone. Neither noted in the notebook, nor in the memory of the device.
- Use the second security factor 2FA whenever possible.
- You can also hack into our contacts so be wary of unusual proposals from known contacts by email or Skype. For example, requests for borrowed money.
- Do not search in Google the access pages to webs in which we handle money because some hackers make copies with a similar domain and position them in Google paying some campaign. It is convenient to enter those pages, verify that the domain is correct and save the page in favorites so you do not have to search for it. Another option is to write the correct domain every time we want to access.

- If we handle large amounts of money in cryptomonies, it is advisable to save them in several Exchange or different purses. The exchanges can also be hacked and if they hack one in which we have all our coins we will obviously have a serious problem. It is better to divide the eggs into several baskets.

11.- Warning about the 2FA

If you have a problem with 2FA, please follow the steps below.

1.- Check that the url that appears in your browser is <https://mind.capital> (to make sure that it is in the correct page and not in a phishing).

2.- Request a change of password from the login page and approve the mail that arrives in your mailbox.

3.- Access your profile and ask for the mail to be sent to you to reinstall the 2FA.

If it still does not work, access your profile and request that the 2FA be reset (you must send a photograph of yourself holding your ID in one hand and in the other a sheet of paper with the date of the request written on it, mind.capital and reset 2FA), in this case you will receive an email to your account to authorize it and, at the time of confirmation, the 2FA is deleted. So the next time you log into your account you will have to reconfigure it.

12.- Deaths

In the event of a Distributor's death, their own distribution business will be passed on to their legal heirs. In order for Mind Capital to make a change of ownership, you must send the following documents:

- Death certificate
- Legal certificate proving the legitimacy of the heirs
- ID of the deceased and the heirs

13.- Income Representation

According to the rules that govern direct sales companies globally, and in order to continue growing, it is necessary that all their social networks open to the public, webpages and blogs comply with the regulations:

- Hide or remove winnings or amounts in charts, videos or any material (this includes balances, purchases, returns or percentages in returns, daily, weekly and monthly roi)
- It can be published in stories and in messaging systems such as Telegram, WhatsApp and Wechat privately.
- This content cannot be published on open social networks such as YouTube, Instagram, Facebook, Tiktok or any similar one.

