

FAQs

What is Digital Gold?

Digital Gold is the modern way of buying physically backed Gold through online channels without actually holding physically Gold. For an investor looking to purchase Gold, it is a more convenient, safe, and cost-effective option. For every gram of Gold you buy, there is actual 999.9 purity Gold stored in a secured vault. With a single click of a button on the app, you may purchase, or sell without having to go anywhere. This helps solve various issues related to traditional physical gold in relation to physical Gold extra premium, storage, fungibility and safety.

What is ComTech Digital Gold

ComTech Digital Gold is an organised and transparent method of buying 24 carat gold in compliance with all applicable laws and regulations. ComTech Gold has combined the benefits of gold with the advantages of blockchain allowing a global user to invest in Gold. You can invest in gold through purchasing ComTech Digital Gold according to your wish and have complete freedom and flexibility. ComTech Gold is 100% backed by actual physical Gold stored with Transguard in a complete insurance and segregation. ComTech Digital Gold also provides you with the flexibility to convert your digital Gold to actual physical 24 Karat Gold of 999.9 fineness. Since it is not physically possible to deliver a fractional quantity of gold, minimum quantity for which the delivery is proposed to be made has been kept as low as 10 gram and thereafter in multiples of 1 gram.

What is the Purity of Gold offered by ComTech Digital Gold

ComTech Gold offers 24 Karat Gold of 999.9 fineness (99.99% pure).

Is ComTech audited?

Yes. We are regularly subjected to periodic independent third-party audit where our financials, financial reporting, operations, compliance, and information security, amongst other processes are routinely audited. This offers a level of assurance for partners, investors & financial institutions to trust us and work directly with us.

Is ComTech Gold regulated? What does that mean?.

Yes, ComTech Gold is regulated by Dubai Airport Free Zone Authority (DAFZA) and endorsed by local UAE government body DMCC. ComTech Gold is subjected to a higher level of regulatory oversight, ensuring all our customers' funds have the highest form of protection. We strictly follow the regulatory guidelines towards the capital reserve, consumer protection, compliance, and anti-money laundering requirements. Our customers receive the highest level of security and protection for the assets they deposit with us.

Why buy ComTech Gold?

Safety - Consistent gold rate – our gold price is pegged to international price. 100% secured as all gold backing the Digital Gold is stored in a secured & insured TransGuard Safe vaults.

Convenience : Buy as low as 0.05 gm of 999.9 purity digitally at the convenience of your home. Travel across the globe with Gold in your wallet with a convenience to sell during market hours.

Sensible : Save on Storage, Insurance Costs. Hedge against the uncertain market by investing in purest form of gold.

Where to buy ComTech Digital Gold?

One can buy ComTech Digital Gold from the ComTech Gold App from our website or download it on their mobile and start purchasing.

What is needed to open an account?

Retail Customers are required to provide us with the requisite KYC documents and enter the basic personal information: You may be requested to submit additional identification documents to us to proceed with the account verification process

Institutional investors are also required to submit the KYC documents including but not restricted to proof of beneficial owners' identification and residence as well as requisite corporate documents for account verification purposes upon signing up.

What will happen to the gold associated with accumulations in my account, in the unlikely event of the ComTech Gold going into liquidation?.

The gold associated with the accumulations in your account is separate from the other assets of the ComTech Gold. The Purchased Gold is securely stored and insured with Regulated Vault like TransGuard, an Emirates Group Company in UAE. Every movement of Gold is endorsed and approved by local UAE government body DMCC. When you ask for converting your 1000 tokens into a bar of gold, the requisite quantity of gold will be removed from the Custodian TransGuard and delivered to you. As every movement of Gold is endorsed and approved by local UAE government body DMCC, in any unlikely adverse event happening to Company, the gold associated with the accumulations in your account will not be affected.

Who will insure the physical vault?

The secure storage provider (TransGuard) has a comprehensive, global insurance policy that includes the insurance cover on your gold stored in their vaults.

What is the minimum & maximum quantity?

The minimum quantity one can purchase is as low as 0.5 gm and there is no limit on the maximum.

How do I sell my gold?

ComTech Gold provides a sell price quote on their ComTech Gold app during international market hours. You can choose to sell any amount to a maximum of the amount of gold that you own.

At what price is gold sold/ bought from customers?

The ComTech Digital Gold price is pegged to International Gold Price and ComTech Gold will publish a live buy-sell quote for you which will be derived from the same plus a nominal commission to cover operating costs. The actual purchase price paid by you will always be transparently published so that you have a chance to compare with all other sources before entering a transaction.

Where can I find the invoice for each order?

An invoice shall be emailed to you as an attachment after each successful transaction. It is also available in the Transaction history section of the ComTech Gold app.

How can I get my holding statement?

An online statement will be always available in the ComTech Gold app.

Is the gold associated with my accumulations kept in safe custody?

The gold purchased on your behalf is stored with TransGuard, a leading safe keeper of precious metals across the world. The gold is insured, both for storage and transit when being delivered to you. Further, DMCC endorses all gold stored in the vault, this further ensures that your gold is protected at all times regardless of any external events.

What is the maximum period of time for which my gold can be stored with ComTech Gold?

You can store your gold with ComTech Gold for any period of time.. The custody shall be without charge for the first 24 months, and thereafter, will continue to be stored by ComTech Gold for a nominal fee to cover storage costs. You will be intimated in advance of being charged the fee and will have the option to sell or request delivery of your gold at all times.

Is there any lock-in period for this plan?

No, there is no lock-in period from the date of purchase.

Can I have a joint account for this plan?

No, you cannot have a joint account for ComTech Gold.

Can I cancel my sell order/request of gold sell?

No, you cannot cancel the order once it has been successfully placed on the ComTech Gold app.

What if I die during the tenure of the plan?

In the event of your death, subject to the required due diligence, the title to your Gold lying in the vault and your account shall transfer to your legal heir.

What are the steps to take if I feel like my account has been compromised?

If you feel your account has been compromised, please reach out to us immediately.

How can I withdraw my gold?

You can request delivery for all or part of your gold holding, starting from 10 gm, and multiples of 1 gram thereof. You can select the quantity and denomination of the gold you wish to withdraw from the available options of physical delivery. Each physical delivery option will have different making charges, based on the weight and design of the coin. You must confirm the transaction by paying the additional making and delivery charge. The coins will be delivered at your doorstep within UAE. Outside, UAE the delivery will be to the nearest Airport and you would be expected to bring it out observing the required custom and

other legal processes. The delivery can be tracked at any time by logging into your ComTech Gold wallet account.

Is it possible to store my withdrawn gold coins in safe custody and have them delivered later?

Once you place a delivery request, you have to accept the delivery made to you. It cannot be made at a later date.

Can I put in a different address from the one I used at the time of registration on ComTech Gold?

Yes. you can enter a different address; however, verification of the address change request shall be subject to ComTech Gold norms. In the event that the new delivery pin code does not fall in our serviceable area, you may have to enter different address.

Can I change my delivery address once I have placed a delivery request?

No, your address on the delivery request, once accepted on the ComTech Gold platform, cannot be changed.

Can I cancel my purchase order/request of gold purchase?

No, you cannot cancel the purchase order of gold once it has been successfully placed on the ComTech Gold platform.

Can I cancel my delivery order/request of gold?

Once you place a delivery request, you must accept the delivery made to you. It cannot be cancelled or delivered at a later point in time.

Can someone else redeem the physical gold on my behalf?

No, only you can request for the delivery of physical coins from your Gold balance. However, in the event of your death, your legal heir will be able to collect the gold by showing their proof of identity of along with the original / notarized copy of the death certificate and proof that the person is your legal heir.

How can I be assured that the gold coins delivered by you are genuine and trust worthy?

All our coins are certified and hallmarked to certify purity and delivered in tamper proof packaging and are dispatched directly from our premises or through the authorised bullion/Jeweller location. The coins are also insured through transit to ensure your gold is in safe hands right from the locker to your home. However, in case of any discrepancy, please get in touch with us.

What happens to my gold if I deactivate or close my ComTech Gold account with Gold balance present?

At the time of deactivation, you will be offered the option to withdraw your Gold balance or request for delivery of your gold. Please ensure that your gold balance is nil in order to deactivate or close your ComTech Gold account.

I have some queries regarding my gold account, how can I get in touch?

Please raise a ticket or get in touch with ComTech Gold customer service centre, and we'll respond to any queries you have on your gold account. ComTech Gold team is available to provide the first level of support and ComTech Gold shall be available to address any questions/issues that may be escalated. \

Who is responsible for the security of my account information?

Your gold balance is accessible through your ComTech Gold account. You are responsible for the security of your username and password, and ComTech Gold shall not be liable for any losses or liabilities due to breach of your ComTech Gold account as a result of your incorrectly sharing your username and password. Please do not disclose your password to anyone verbally or in writing or record it elsewhere. Our team / service representatives will never ask you for your password, pin or OTP.