

## Announcement

SMART VALOR AG, Switzerland

[February 18, 2022]

### **SMART VALOR update on technical implementation of operational scalability**

*As cryptocurrency markets have experienced a quieter period over the last weeks, SMART VALOR's tech team has focused on enhancing its technological infrastructure and building scalability into its core operations, to provide users with even more security, convenience, and transparency.*

“Historically, cryptocurrency exchanges and investment platforms have been often criticized for their minimal customer support. Until today, waiting days for just an email response is normal for customers of Chinese and American exchanges targeting a global audience. As a Swiss company standing for quality and reliability, we at SMART VALOR want to make a difference with excellent customer support in every aspect of interaction with our platform” – says Oliver Feldmeier, CEO of SMART VALOR.

Yet the challenges of providing an excellent customer support should not be underestimated, especially in view of a complex infrastructure that connects a decentralized blockchain infrastructure with a centralized banking system. When customers move funds between blockchain and banking on-ramp on SMART VALOR they want security and speed. Fundamentally, however, there is a trade-off between the security of a transaction and the speed of execution. To accelerate transactions without sacrificing security, SMART VALOR's technical team has introduced a series of improvements in the area of automated checks and approvals. This week, a number of back-office functions have been upgraded and certain automated deposit and transaction approvals have been implemented. This will reduce waiting times for deposits and allows the company to handle higher transaction volumes. Furthermore, the technical team has set up additional monitoring and alerting systems to reduce response times for operations and technical staff. On the back-end, many technologies and processes were streamlined, to enable fast and efficient handling of customer transactions in more complex cases.

The other part of the tech team focused on bringing SMART VALOR closer to its vision of being the most transparent and open company in crypto space, which was one of the key reasons for going public on Nasdaq First North. The fluid communication stream with investors and stakeholders requires different systems in the back-end. To increase flexibility in providing updates and new content to our users, the team integrated a new Content Management System (CMS) utilizing strapi.io technology. The conversion of the existing web pages and the migration of the blog sections have been completed this week. Additionally, the team has implemented automated press release services integrated into dedicated investor relations and IPO pages.

#### **For additional information, please contact**

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**About SMART VALOR**

SMART VALOR is a Swiss company that acts as a trusted gateway to blockchain technology for investors and institutions. It operates a publicly accessible digital asset exchange, custody and asset management and offers its technology as Crypto-as-a-Service to financial institutions. SMART VALOR was one of the first crypto companies to receive a financial intermediary status in Switzerland in 2018. In 2020, the Financial Market Authority of Liechtenstein gave SMART VALOR exchange and custodian authorization under the new blockchain act, one of the most advanced regulatory frameworks in Europe.