



CEM Markets

Customer Asset Protection

At CEM Markets, the security of our customers' assets is a top priority. We employ a robust cybersecurity framework designed to safeguard against potential threats and vulnerabilities. Our measures include regular stress tests and security audits to ensure compliance with the highest industry standards.

Key Security Tools and Measures

- 1. Two-Factor Authentication (2FA):**
Provided via Google Authenticator, 2FA adds an additional layer of security, preventing unauthorised access to your account.
- 2. Bitcoin Address Whitelisting:**
Ensures withdrawals can only be made to pre-approved addresses for added protection.
- 3. Cold Storage with Multisignature Technology:**
The majority of digital assets are stored offline, secured with multi-signature technology to mitigate risks.

4. **Hardware Security Modules (HSM):**
FIPS PUB 140-2 Level 3 or higher-rated devices ensure strong cryptographic protection.
 5. **Full Risk Checks:**
Every order is subjected to risk checks, including monitoring for potential vulnerabilities and mitigating risks.
 6. **Encrypted SSL (https):**
All website traffic is encrypted for secure communication.
 7. **Password Security:**
Passwords are cryptographically hashed using bcrypt (with a cost factor of 12), while sensitive data is fully encrypted.
 8. **DDoS Protection via Cloudflare:**
Advanced DDoS protection shields against distributed denial-of-service attacks.
 9. **Regular Security Assessments:**
Continuous testing is conducted to address vulnerabilities and adapt to emerging threats.
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Trading Infrastructure

The CEM Markets trading engine meets the highest industry standards to minimise latency and optimise order execution speed. The system automatically monitors risks, including:

- Buying power
- Maximum order size
- Position limits
- Profit and loss thresholds

Every order undergoes full risk checks to ensure compliance and security. With cutting-edge technology, our platform is among the most reliable, allowing traders to get started in as little as 40 seconds.

Wallet Security

To ensure the safety of customer digital assets, we employ a **cold storage** system:

- **Cold Storage:** The majority of digital assets (e.g., Bitcoin) are stored offline for maximum security.
- **Hot Wallet:** A small portion of assets is maintained online to facilitate transactions.

Multi-Signature Access (Multisig):

Transfers from cold storage to hot wallets require coordinated actions from multiple employees, enhancing security and reducing single points of failure.

Two-Factor Authentication (2FA)



2FA strengthens account security by requiring two forms of verification. We recommend enabling 2FA during registration. Our system uses a **Time-Based One-Time Password (TOTP)** solution via Google Authenticator, which is more secure than SMS-based methods.

Steps to Enable 2FA:

1. Download the **Google Authenticator** app for iOS or Android.
2. Go to the **System Preferences** menu in your account.
3. Click the **Enable GA** button in the Google Authenticator section.
4. Backup your secret key and confirm by checking the box next to "I backed up a 16-digit code."
5. Enter the PIN code generated by 2FA to complete the setup.

Once enabled, you will need the Google Authenticator code to log in or make withdrawals.

Disabling 2FA:

To disable 2FA, contact our support team at support@cem-markets.io
The process may take up to 5 business days.

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Withdrawal Address Whitelisting



For additional protection, customers can whitelist specific withdrawal addresses, ensuring that withdrawals are only possible to pre-approved addresses, even in the event of account compromise.

Steps to Whitelist a Wallet Address:

1. Navigate to the **Account** section and select the **Withdraw** menu.
2. Click the **Destination address** dropdown and choose **Add new address**.
3. Enter a label and the Bitcoin address for withdrawals, then press **Add**.
4. Check your email for a confirmation link and click it within an hour to finalise the process.

Once confirmed, withdrawals will only be allowed to whitelisted addresses.

Contact Us:

If you have specific questions or concerns about account security, please contact us at support@cem-markets.io

CEM Markets is committed to providing a secure and reliable trading environment for all customers.