

# QuantoPay FAQs

## General

### Company

#### ***About QuantoPay***

QuantoPay is an app-based banking alternative. QuantoPay provides fintech solutions for millennials and Gen Z, giving users the freedom to spend, earn, save and transfer money through their smartphones

You can set up an account in a couple of steps, enabling you to instantly send money transfers to banks around the globe and spend fee-free with a contactless QuantoPay card.

Once you've added money to your QuantoPay account you can use your QuantoPay card worldwide using the real exchange rate. The card automatically converts into the local currency at the real exchange rate so you don't have to worry about it.

#### ***How do I contact Customer Support or speak with you?***

We would really like to assist you with any questions you might have about QuantoPay services.

Please feel free to send an email at [help@support.quantopay.com](mailto:help@support.quantopay.com) or use the Contact Support form from the app profile page to reach out to us.

You may as well contact us by phone at +44(0)330 100 4863 (UK based support number, English speaking).

### Get started

#### ***My question isn't here! How do I get help?***

We would really like to assist you with any questions you might have about QuantoPay services.

Please feel free to send an email at [help@support.quantopay.com](mailto:help@support.quantopay.com) or use the Contact Support form from the app profile page to reach out to us.

### ***My verification request has been rejected, what should I do?***

The verification process is owned by Onfido, the full list of requirements and document upload guidelines for account verification can be found [here](#).

If you cover the process and you received a rejection email from Onfido or from us please contact the Support Team directly.

### ***How to get the QuantoPay App?***

You can download the QuantoPay mobile app from the Apple Store or Google Play.

### ***List of 30 Countries Where You can Order a QuantoPay Visa Debit Card***

The full current list of 30 EEA countries for QuantoPay card delivery is the following:

Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden.

We are widening our coverage to make QuantoPay available in the UK and worldwide. We undergo all local regulatory compliance procedures to provide you with legal and reliable service. As soon as they are met, we will launch our product in your country without any further delay. Until then the QuantoPay visa debit card can be used worldwide for any ATMs.

### ***How do I activate my QuantoPay Payment Card?***

Please make sure that your friend has never used QuantoPay before, and resides in a country where QuantoPay is available. QuantoPay Payment card can only be used once you have received and activated it.

Note, you cannot activate the card if it has not arrived yet.

Here's a quick guide that helps to activate your card:

- To get started, log in to your QuantoPay app
- Locate the Accounts section on the bottom menu
- Click on the Accounts button and find a card activation page
- Click Activate
  - When you tap the Activate button, there will be a pop-up with the request to enter your CVV code from the card
  - Your CVV (Card Verification Value) number can be located by looking on the reverse side of your QuantoPay debit card
  - Enter the 3- digits CVV code and hit Confirm.

## **Referrals campaign**

### ***Who can be invited for the Referral Campaign?***

Please make sure that your friend has never used QuantoPay before, and resides in a country where QuantoPay is available.

For each campaign, you can invite up to unlimited friends.

### ***How do I invite friends for the Referral Campaign?***

In order to invite a friend:

- Go to mobile app home screen
- Go to 'Invite friends and get cash! More friends, more cash! section'
- Tap on 'Get your referral codes here' icon.
- Tap on “Tap here to generate a new invitation code” in order to generate a new referral code.
- Select a code from your referral codes list by tapping on it.
- Select the way you want to share de code: Copy in clipboard and share anywhere, SMS or Other sharing option
- You can refer up to five friends, but they must be eligible for a QuantoPay account and not already a registered customer.

### ***I have not received my reward for the Referral Campaign. Why?***

In order to receive the reward, your invitee should have completed all the required steps before the campaign deadline.

To get your reward, the invitee should have:

Signed up using a promo campaign code provided by the referrer;

Verified their identity;

Added money by debit card or a bank transfer. Please note: internal transfers (from one QuantoPay account to another) do not count;

Ordered a physical QuantoPay card;

Made three genuine purchases with their virtual or physical card (transfers, gambling, gift cards, etc. are NOT valid).

If your friend has performed all the above steps before the campaign deadline, a reward should land in your account. If not, please ask the person you have invited to chat to us in case they would like to clarify the steps they'll need to make, and the progress of their actions.

Please check terms and conditions in the app: proceed to your profile > scroll to the bottom, and you should see terms and conditions there (T&Cs).

### ***What are the conditions for the Referral Campaign?***

Please note that campaign T&Cs are subject to change. Please check the Terms and Conditions communicated to you as part of the campaign to understand the exact conditions that apply.

Generally, you'll receive your reward when the person you referred does all the following:

Signs-up using a promo campaign link provided by you;

Verifies their identity;

Adds money by debit card or a bank transfer.

Please note: internal transfers do not count

Orders a physical QuantoPay card, and

Makes three genuine purchases with their virtual or physical card (transfers, gambling, gift cards, etc. are NOT valid). These card payments can be in pending state.

All of these steps must be completed within the campaign period.

Please note: Minimum amounts apply for each of the three card payments – please check the invitation email.

Invite your friends as soon as possible to give them more time to complete the actions required. You can invite an unlimited number of people.

### ***What is the length of a Referral Campaign?***

The length of a referral campaign can vary, you can check the duration and end date in the invitation sent to you. To avoid missing out on the reward, please encourage the friends you invite to complete the required steps before the campaign deadline. These will be detailed within the campaign T&Cs.

## **My Accounts**

### **Onboarding process**

#### ***How long does verification take?***

The process of QuantoPay account verification takes up to 20 minutes. There are extenuating circumstances that may affect the time of verification when your information is incomplete or needs additional checking. Once your account is successfully verified, you'll get a notification from us.

If your profile status is 'Non-verified' or 'Verification in progress' please contact the Customer Support for more information.

#### ***Why do I need to verify my identity?***

You need to verify your identity in order to use your QuantoPay account. This policy is in line with a banking regulation commonly known as 'Know Your Customer' (KYC) or 'Customer Due Diligence' (CDD) and is the process of a business verifying the identity of its clients. It is simply an anti-corruption and fraud measure.

### ***What is the minimum age?***

In order to open a QuantoPay account you need to be at least 18 years old.

If you're between 13 and 18 years old check out our QuantoPay additional account feature.

### **Managing my account**

#### ***How long does it take to transfer money with QuantoPay?***

SEPA transfers may take 1-2 bank business days (once your bank has confirmed the cross-border transaction). Usually, most SEPA transfers are credited the next morning if the payment was done before 4–5 PM (if both days are banking days). Also, there are some SEPA holidays that are not public holidays in all SEPA countries.

International wire transfers may take longer. If you're sending funds from another country, it may take up to 5 business days for the recipient to receive the transfer.

For information on how to receive IBAN transfers, please read "How can I top up my QuantoPay account via IBAN bank transfer?"

#### ***How can I top up my QuantoPay account via IBAN bank transfer?***

You can top up your QuantoPay account with the help of a wire transfer or SEPA transfer (for the countries in the SEPA zone).

IBAN option is available only after receiving and activating your QuantoPay card. As soon as you activate the card, account details (IBAN and BIC) will appear inside your App.

Here is a quick guide:

- Log in to your QuantoPay account and scroll down for see "Copy IBAN account"
- Tap on it and the IBAN account will be copied in clipboard
- Use it in order to top up the account

Available currency of the transfer – **EUR** only.

#### ***Which countries are in the SEPA zone?***

The Single Euro Payments Area (SEPA) is a European Union regulatory initiative.

There are 36 countries in the SEPA zone: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, San Marino, Andorra, Vatican City State, and the United Kingdom.

### ***IBAN transfer to external account***

QuantoPay offers money transfer services using SEPA (Single Euro Payments Area) within the EU and a few other countries which support cross-border Euro bank transfers.

### ***What is a SEPA transfer?***

SEPA (Single Euro Payments Area) is the area where citizens and companies can make and receive payments in euros. SEPA is made up of the Eurozone countries and a few other countries which also support Euro bank transfers.

### ***Are there any limits to incoming transfers?***

Currently, the maximum QuantoPay card balance is 12,000 euros. Thus, an incoming transfer shouldn't allow your card balance to exceed this amount.

Some transactions may be manually monitored, and additional information may be requested on the sources of the funds. In case of any suspicious activity in the account, you will be asked to verify your identity via compliance procedure according to the QuantoPay regulations and ensuring better account security.

## **Statements and fees**

### ***How do I view/download my account statement?***

Is possible to generate the following statement:

Account statement per transaction

Go to the Dashboard home screen

- Tap the 'see all' button and select the transfer/transaction for you need to generate a statement.
- Tap 'Generate' and you'll be able to download it by tapping the export icon in the top-right corner of the screen.

### ***What happens if QuantoPay changes its fees?***

Sometimes we may change our fees to reflect the way our business is run, to reflect changes in the cost of running our business, or because we are changing or introducing new services or products that affect our existing services or products. When we change an existing fee, we'll give you two months' notice through the QuantoPay app or email notification before we make any change.

We'll assume you're happy with the change unless you tell us you want to close your account before the change is made. If we add a new product or service that doesn't change an existing fee but results in a new fee, we may add the product or service immediately and let you know before you use it.

## **Making payments and transactions**

### **Card issues**

#### ***I did not receive a tracking number for my delivery***

We do not provide real time tracking for cards sent by standard delivery. However, an estimated delivery date is provided.

If you have ordered a card following the email instructions from us, your plastic replacement card will be sent via standard delivery. Unfortunately, there is no tracking number available for standard delivery.

Don't worry, our standard delivery takes about 5-10 working days depending on your chosen delivery country and your existing card will continue working until the date stated in the email you have received.

#### ***Where can I get my card delivered to?***

Your card will be delivered to the residence address you set during the onboarding process. During the process, after the step of completing the residence address, you will be additionally asked if that is the delivery address of the card.

If you receive the card at a different address, the courier may have made a mistake. If you encounter problems in this process, please contact support by phone for additional information.



At the moment we can only deliver cards to countries that are in the EEA area.

### ***My physical card is not working***

Here are the reasons why your card might not work:

- PIN/CVV tries exceeded
- Entering the incorrect PIN
- Blocked chip
- Incorrect expiry date
- Dormant account

Feel free to drop us a message if your QuantoPay Payment card is not working via (email: [help@support.quantopay.com](mailto:help@support.quantopay.com)).

### ***My disposable virtual card is not working***

If your disposable virtual card has been rejected by the merchant, please try another card.

Disposable virtual cards are suitable for one-time, online transactions. They should not be used for recurring card payments (e.g. subscriptions) or for deposits (e.g. car rentals).

In some instances, QuantoPay may choose to reject certain transactions where we suspect recurring card payments may be requested by the merchant.

### ***My contactless card payment is not working***

Please review the failed transaction in the app for more accurate information about your contactless payment. In general, contactless payments can be declined for the following reasons:

Card was not activated with chip and PIN prior to making a contactless payment

If you've never made an in-store payment with your card, you need to make a payment using a chip and PIN code in order to activate the contactless feature.

Contactless option is disabled in card's security settings

You can check if contactless is disabled for a specific card by choosing the 'Freeze card' option for the relevant card.

Contactless limit is exceeded

Terminal does not support Contactless payments

Please double-check that the terminal you are paying at supports contactless; payments can also get declined due to connection issues.

If your physical card has been damaged or has worn out, you can order a replacement card.

### ***I have exceeded all my PIN attempts!***

If you enter the PIN for your QuantoPay card incorrectly three times in a row, your card will be temporarily blocked to keep your card secure.

To unblock your PIN please contact the Customer Support.

### ***I want to change my card PIN***

You can change your card PIN at any ATM that provides PIN services and accepts Visa. Please be aware that there are certain countries where ATMs do not support PIN change, including Belgium, Luxembourg, Austria, Germany, Spain, France, and Singapore.

### ***What to do if my card was lost or stolen?***

If your card is lost or stolen, please follow the below steps to freeze your card and protect your money.

- Go to the 'Accounts' tab in the app
- Find your card and select 'Freeze card'

You will be able to unfreeze the card if you find it or to order a new one.

You can also block your card by calling the Customer Support service

If you believe your card may have been used fraudulently, please reach out to us.

### ***My card has been compromised***

If you believe that your card has been used fraudulently, please freeze the card immediately. To freeze your card:

- Go to the 'Account' tab in the app
- Find your card and select 'Freeze card'

If you believe your card may have been used fraudulently, please reach out to us.

You will be able to order a card right away replacement, for that please contact the customer support and will be provided more details and an estimated delivery date at checkout.

### ***My card has been swallowed by an ATM***

To protect your money, please terminate the card immediately by following these steps:

- Go to the 'Accounts' tab of the app
- Click 'Settings' under the card which was retained by the ATM
- Click 'Freeze card'

You will then be able to order a replacement card.

Unfortunately, we have no control over this type of incident, as the decision to retain your card is made by the ATM provider.

But don't worry, you can order a replacement card.

### ***What should I do if an ATM retains my card?***

The card should be terminated, and you should order a new physical card if you need a replacement. Remember to terminate your card before you order a new one.

You will be able to order a free replacement with a standard delivery.

Even if the ATM provider returns the card to you, we suggest you do not reactivate it since it may have been compromised while it was not in your possession.

### ***My QuantoPay card is due to expire – what should I do?***

You'll find your card expiration date on your physical card and in the app. A new card will be issued before the expiration date of the current one. In case you did not receive the replacement card in time, please contact the Customer Support service.

### ***I would like a refund for my card***

If there's been an issue with your card order and you believe you're eligible for a refund, please contact us via Customer Support service.

### **Getting a card**

#### ***Physical card***

The physical card is automatically ordered in the onboarding process. The delivery address is actually the resident address.

An account can have one main physical card and one virtual card.

#### ***Virtual debit card***

To order a virtual card:

- Go to the 'Accounts' tab in the app
- Select 'Unlock your virtual accounts'

This card will instantly appear in your app and can be used for online purchases immediately without any further activation. You won't receive a physical copy of this card.

In order to view the details of the virtual card (card number, CVV, expiry date), you need to find your card in the 'Accounts' section, and tap on the 'door' icon visible on the bottom of the card. After tapping, you will be redirected to the Card settings.

Important notes:

Only card details are needed to process payments with virtual cards - no PIN is necessary.

It is not possible to use virtual cards with ATMs.

You can have up to one disposable card linked to your account.

## **Paying by card**

### ***Why is my card payment pending?***

A card payment is completed in two parts:

At the time of purchase, we deduct the money from your available balance and hold onto it for the merchant (seller) to collect, creating a “pending” transaction.

A few days later, the merchant collects the money and “completes” the payment.

We need to allow some time for merchants to “complete” a card payment. If a merchant does not collect the money within their timeframe (generally 8 to 16 days), we release the money back to your account.

### ***Why has my card payment been declined?***

Some of the most common reasons resulting in your QuantoPay card being declined are:

Entering the wrong PIN/ expiration date/CVC check card details by selecting the 'Show card details' option by tapping on the card in the 'Accounts' section in the app

Declines due to exceeding incorrect PIN/CVC tries or certain payment types (swipe, contactless).

Your card has been frozen (blocked) if frozen, you will see an 'unfreeze card' button on tapping on the card in the 'Accounts' section in the app, use the button to 'unfreeze'

Issues with 3DS verification for online payments.

Transactions declined by our automated security system.

If the transaction was declined, but the payment shows as completed, fill out our customer support form, so we can help you with the issue.

To submit a chargeback form, go to your transactions' history in the app, choose the transaction you'd like to report and tap on 'Report an issue'. You'll be able to submit a chargeback form from there.

If the transaction is still pending, the funds should be credited back to your account automatically. In this case, allow 8 days from the moment the payment was made before submitting the form.

Our team should get back to you in a few working days with an update and information on

the estimated resolution time frame.

If a payment was declined, but is not visible in your transactions' list, please contact the Customer Support.

Due to international sanctions in place, it's currently not possible to make card payments with your QuantoPay card in Russia.

### ***Why my online payment was declined?***

If your online payment was declined, please check the particular transaction in the app to identify the exact reason.

The most common reasons for online payments failing are listed below:

#### 1. Online transactions are not enabled

You can check if online payments are enabled for a specific card by looking if the card is frozen.

#### 2. Billing address not entered correctly

Some websites ask for a billing address as part of the checkout process — always make sure you enter this exactly as it appears in the QuantoPay app.

#### 3. Payment not confirmed in the app

For some payments, the merchant might ask you to confirm the payment in the QuantoPay app, and you'll get a push notification to your device from us. Just open your QuantoPay app and click 'Continue'.

If you're experiencing issues with payment verification, please try closing and reopening the QuantoPay app and try again. If the transaction amount is higher than €250 (or other currency equivalent) and the merchant doesn't initiate this extra payment confirmation, it may fall under a category of payments that we are obligated, by European payment regulations, to decline.

Unfortunately, only the merchant website can trigger 3DS, so it is up to them to fix.

If your transaction matches these criteria, try splitting your cart into smaller payments if possible.

If the transaction was declined, but the payment shows as completed, please fill out our online "Report an issue" form.

To submit a chargeback form, go to your transactions' history in the app, choose the transaction you would like to report and tap on 'Report an issue'. You will be able to submit a chargeback form from there.

### ***I was not supposed to be charged by a specific merchant***

If you don't know why you were charged by a particular merchant, follow these steps to check if you could have been charged correctly based on your previous payments:

If you don't recognise the merchant's name, please open the 'Transactions' list and search it there. This will show if there were any payments made to them in the past and might help you recall the merchant;

If you've made any transactions to this merchant in the past, this means your card details were provided to them, and they might be charging you by mistake. We would advise you to contact the merchant to understand what might be happening;

If you previously linked the card, but you never bought anything (Free Trial, Subscriptions, etc), please contact the merchant to find out if this charge could be a mistake on their end.

I still don't recognise the merchant. What should I do?

If you still don't recognise the payment, and you're concerned that your card has been compromised, please freeze your card immediately in the Cards section to prevent further unauthorised payments.

You can also fill out our chargeback form so that the matter can be raised with Visa. You can do it by going to your transactions' history, choosing the relevant payment, tapping 'Report an issue', and submitting a chargeback form.

If you've already filed a police report, it might help speed up the process. Please bear in mind that the chargeback process is a last resort to recover your money and it can take some time for Visa to issue their ruling.

If your card was lost or stolen, please report it as lost by calling the Customer Support.

I have made transactions with this merchant before, but this payment was not made by me

If you've already tried to resolve the issue with the merchant, but they refused to refund what you've been charged, you can raise a chargeback dispute. You can do this by going to your transactions' history, choosing the relevant payment, and tapping on 'Report an issue'. You'll be able to submit the form from there.

## ***Why did the merchant charge a fee for my card payment?***

Merchants may charge you additional fees by applying:

1. Surcharge fees
2. Currency exchange fees

### 1. What is a merchant surcharge?

Merchants may charge you an additional fee if you choose to pay by card. This fee is defined by the merchant.

For example, if you pay 10 Euro at a store, the merchant may apply a 0.5 Euro surcharge, so you'll be charged a total of 10.5 Euro.

### 2. Why was my card payment charged in a different currency and why was I charged extra for this?

Two currency exchanges may happen:

- On the merchant's side
- On QuantoPay's side

#### Currency exchange on the merchant's side

When you are shopping abroad or are making a purchase from a foreign website, the merchant may provide you with the option of being charged in your "home currency" rather than in the country where the merchant is based ("local currency"). If you accept the currency exchange, the merchant will apply its own exchange rate and charge you extra. This is referred to as dynamic currency conversion ("DCC").

To avoid unfavourable exchange rates applied by the merchant, it is recommended that you choose to be charged in the local currency, and refuse the currency exchange performed by the merchant. Choose British Pounds (GBP) in the UK or on a British website, US Dollars (USD) in the US or on an American website, etc.

For example, you try to pay £10 (British Pounds) at a British store. On the payment screen, the merchant suggests you convert this amount to US Dollars.

- If you accept the conversion, the merchant may apply an unfavourable exchange rate and charge you extra, for example USD \$15.
- If you don't accept the conversion, the merchant will charge you £10.



Bear in mind that merchant surcharge fees may apply in addition to any currency exchange charges imposed by the merchant. If the merchant charges a £0.5 surcharge fee, you'll be charged £10.5 without currency exchange being performed by the merchant, or USD \$16 if the merchant converts this £10.5 in USD using an unfavourable exchange rate.

## **Transfers**

### ***Can I get my salary paid into my QuantoPay account?***

You can receive transfers from your employer, family, and friends directly into your QuantoPay account in EUR.

You can find your transfer details by going to your 'Accounts' tab and choosing your card. Select the "door" icon to see the transfers and select the transfer you needed.

Your friends and family can also open their own QuantoPay accounts and transfer funds to you free and instantly via the QuantoPay app.

### ***Where can I make a bank transfer to?***

International transfers can be transacted in the following currencies: EUR, and are covering the SEPA region.

Please note, if you transfer money to a bank account which holds a different currency (for example, if you transfer EUR to an account which holds GBP), a conversion fee may be applied by the beneficiary bank.

### ***What is SEPA instant?***

SEPA Instant allows you to send and receive Euro transfers in the SEPA region within a few seconds at any time (that includes weekends and holidays)! Your QuantoPay Euro account supports SEPA Instant at no additional cost!

While this feature is becoming increasingly popular, not all European banks support it yet. To check if a bank is a participant of the SEPA Instant Scheme, please visit [this page](#). Below the list there's a downloadable link of current participants. This is an official website of the SEPA Instant Scheme that dynamically updates the list of its participants.

Some accounts may not be set up to accept SEPA Instant transfers despite the bank they belong to being on the list of participants. If your SEPA Instant transfer to such an account

fails, we will automatically process the onwards EUR transfer to your recipient as a regular SEPA Credit Transfer, which may take up to 2 working days.

We recommend checking with your bank to see if they charge you or your recipient for sending or receiving domestic/cross-border SEPA Instant transfers.

### ***Sending money to friends from my contact list***

This is the best part of the app - it's easy, instant, and free!

Tap 'Transfer' icon on the main navigation screen in the app and press on "Send money to QuantoPay Buddy"

Any friend with a QuantoPay account will appear in the QuantoPay friends list. Select your friend, choose the account from when you send the money and amount you want to send, and add a note or GIF. Then just press 'Send' and the money will appear in their QuantoPay account!

If your friend doesn't appear in your contact list, just add a new contact by pressing the (+) in the top right hand corner. Follow the instructions and refresh your contacts by pressing on "Check for your QP Friends". They should appear instantly in the list.

If you don't have your friend's mobile number, find them by searching their unique username.

### ***Sending money to QuantoPay users not in my contact list***

In case you want to send money to a QuantoPay user not in your contact list, you have a few options.

1. Add to contacts: Add a new contact by pressing the (+) in the top right hand corner. Follow the instructions and refresh your contacts by pressing "Check for your QP Friends". They should appear instantly with a white 'R' next to their picture. Before completing the transfer please ensure that the recipient currently is using the saved contact number to access their QuantoPay account

2. Search by username: In case you do not have the mobile number, search for the username of the user in the search bar.

### ***I have sent funds to the wrong QuantoPay account - what do I do?***

If you have sent money to a person, the acceptance is not required and the transfer will be completed immediately. Please ask the recipient to return the transfer immediately.

Before you make any transfers on QuantoPay, please be sure to check recipient details. If you need any help, you can get in touch with us using our Customer Support services.

## **Adding money**

### **Load card with money**

### ***P2P money transfer***

You can receive money from other QuantoPay users. They can transfer money to you in EURO currency and you will instantly receive a notification and at the same time the money in your QuantoPay account.

### ***How can I add money to my QuantoPay account?***

At QuantoPay, you can choose between several methods to add money to your account:

1. With bank transfer – check out 'How do I transfer money to my QuantoPay account from another bank account?'
2. With a card – check out 'How do I add money to my QuantoPay account with a card?'
4. With money from other QuantoPay users – check out 'P2P money transfer'

### ***How do I transfer money to my QuantoPay account from another bank account?***

You can use your QuantoPay account to receive transfers from other bank accounts. Your QuantoPay account is a EURO account, you can add transfers in just EURO currency.

Domestic (local), whereby the sending and receiving bank are located in the same country or area, which is processed via a local transfer network.

Use local details where possible as local transfers are usually quicker and cheaper (or free). Also, make sure to use the specific account details for the currency you intend to send.

Adding EUR: use your local IBAN and BIC to receive SEPA transfers from bank accounts within the SEPA area.

When instructing a transfer to your QuantoPay account, ensure that the account details are used as they are shown in the QuantoPay app. Using the wrong details to initiate a transfer will cause it to fail and bounce back to the sender.

### ***P2P money transfer***

You can receive money from other QuantoPay users. They can transfer money to you in EURO currency and you will instantly receive a notification and at the same time the money in your QuantoPay account.

## **Profile & Plan**

### **Profile settings**

#### ***I need to edit my personal details***

If your account has been verified and you wish to edit your:

First name and Last name → go to Home → press Profile Icon → tap on "Edit name and profile picture"

Address → go to Home → press Profile Icon → press Security → tap on "Change Address"

Phone number → go to Home → press Profile Icon → press Security → tap on "Change phone number"

Email address → go to Home → press Profile Icon → press Security → tap on "Change email"

#### ***How do I change my phone number?***

You can change your phone number by yourself in 'personal details' section:

If you're logged in and have access to the old phone number:

Enter your new phone number and the current password

Then enter the one-time verification code received on your old number

If you fail the verification process more than three times, you'll be directed to the in-app chat support. Our support agents are always happy to help you.

### ***Closing account***

QuantoPay doesn't charge you to keep a standard account open that is not in use. Please note, if you close your account and decide to open one at a later date, it can take a bit of time to set up a new account with the same mobile number.

If you still wish to proceed with account termination, please make sure to:

clear all your available funds on your current account and virtual account (no positive or negative balance),

check if you don't have any pending transactions, active subscriptions, active insurance, nor open chargeback requests.

Once this is done, please update your app to the latest version, go to Home → press Profile Icon → tap 'Close your account' and follow the instructions.

Please bear in mind that we are obligated to keep your data for 8 years to comply with regulatory requirements, such as anti-money laundering laws.

If you face any problems with closing your QuantoPay account, please chat to us.

### **Security and personal data**

#### ***Who can help me if I have been hacked?***

If you notice an unrecognised transaction on your account, please chat to us, you will be directed to the relevant, compliance team that will handle your case.

If you've received a suspicious SMS or email, please fill out the feedback form to report it to call us via Customer Support service.

## ***How can I recognise fraud?***

Fraud is when trickery is used to gain a dishonest advantage, which is often financial, over another person. There are many words used to describe fraud: scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick.

If you believe that you have been a victim of fraud or if you suspect that your account is at risk, please follow [How to report fraud FAQ](#).

The following section provides detailed information about fraud:

Imitation may be the most sincere form of flattery, but criminals pretending to be QuantoPay staff in order to harvest your account details is unacceptable. Thankfully, our QuantoPay community is quick to identify the fraudsters, and together we're taking down more of them than ever, faster than ever.

### **Impersonation**

The majority of scams consist of criminals accessing your account through lies, deception, and manipulation. They pose as legitimate employees or organizations, such as QuantoPay, and may trick you into thinking that they're part of our support team and that they mean to help. For instance, some claim to work for a verified QuantoPay partner agency, and some, believe it or not, even pose as automated chatbots.

### **Phishing, Vishing and Smishing**

The goal of a phishing scam is to trick you into giving up your personal details, including your account password, pin, card number, and so on. Fraudsters will almost always send fraudulent links that seem legitimate via unsolicited emails (phishing), phone calls (vishing) or SMS (smishing) that request personal information that compromises the account.

### **Spoofing**

Spoofing is the act of disguising a communication from an unknown source as being from a known, trusted source. It means imitation of legitimate credentials: scammers mask their contact details (emails, phone calls, and websites), displaying the contact of a legitimate source to gain your trust. For instance, in QuantoPay spoofing is when the fraudster masks their phone number with QuantoPay helpline number, making the victim believe that they are truly in contact with a QuantoPay agent.

Most common fraud schemes:

Identity theft occurs when someone assumes your identity to perform a fraud or other criminal act;

Investment fraud is an offer using false or fraudulent claims to solicit investments or loans, or providing for the purchase, use, or trade of forged or counterfeit securities;

Pyramid/Ponzi schemes, where the money collected from newer victims of pyramid schemes is paid to earlier victims to provide a veneer of legitimacy. In pyramid schemes, however, the victims themselves are induced to recruit further victims through the payment of a recruitment commission;

Goods/services ordered and paid for but not received.

If you were contacted recently in any of the above scenarios, if you shared your personal data, or you believe your details were compromised, please follow the instructions on How to report fraud FAQ.

### ***How to report fraud?***

If you believe you have made a fraudulent transfer, or you suspect that your account is at risk, please:

- If you are still in contact with the suspect/scammer, immediately end any type of communication.
- Contact the financial institution involved. If QuantoPay, please chat to us. You can contact us through the feedback form in your QuantoPay app.
- Report the incident to the Police.

If you believe you have made fraudulent card payments, please follow the instructions in our page This transaction was made by someone else without my permission, and submit the chargeback form.

On the page How to recognise fraud, you can find some more information on the most important types of scam and preventive measures to keep your money safe.

### ***How does QuantoPay process my data?***

Our Customer Privacy Notice explains how we process and protect your personal data.

You can review our Customer Privacy Notice here or in the QuantoPay app (Go to Home → Profile → Privacy policy).

If you have any more questions about our Customer Privacy Policy, please chat to us. We're more than happy to answer any of your questions.

### ***Is my private information safe?***

Yes, our policies and procedures are designed to protect both your confidentiality and the security of your information, including your non-public personal information. We store and process your personal information using third-party servers located in secure data centres, that are protected by firewalls and have restricted access in compliance with applicable regulations. All data passed between QuantoPay mobile apps, our servers, and third parties are 2048-bit SSL encrypted.

Sometimes when we send personal data to some of our advertising partners for our own marketing purposes, in order to offer more protection to you, we will send this data in 'hashed' form. Hashing data is the process of turning personal information such as name and email address into numbers as a way of anonymising and protecting that personal data.

### ***Is my money safe?***

"Safeguarding" means that we deposit the money we receive from you (or for you) into a client money bank account. The money in these client accounts is held by us on your behalf. We have client accounts with a range of large banks (that meet our and our regulator's requirements).

Safeguarding protects you because, if QuantoPay were to become insolvent, the money in these accounts would be used to pay out you (and our other customers) before anyone else.

Because the account you hold with us is an electronic money account (not a bank account), your money is not covered by the Financial Services Compensation Scheme.

### ***Who is a PEP?***

A politically exposed person (PEP) is defined by the Financial Action Task Force (FATF) as "an individual who is or has been entrusted with a prominent public function. Due to their position and influence, it is recognised that many PEPs are in positions that potentially can be abused for the purpose of committing money laundering offences and related predicate offences, including corruption and bribery, as well as conducting activity related to terrorist financing. (...)". Also, PEPs are "individuals who are, or have been, entrusted with prominent public functions and their family members and close associates, and includes both domestic and foreign PEPs".



So we are legally obliged to establish whether you, as a customer, might have any political connection. Nothing to worry though, as “these requirements are preventive (not criminal) in nature, and should not be interpreted as stigmatising PEPs as such being involved in criminal activity”.

What does it mean to you?

If we establish that you are a PEP we will just ask you to do the source of funds check. It is not because we don't trust you, we are just legally binded to do so, as a standard procedure.

What if I don't want to be considered a PEP?

Unfortunately, it doesn't solely depend on us or our judgement. We need to follow certain procedures and regulations. However, if you are considered an Associate PEP due to the proximity of your relationship with another person and that is no longer in place (for example, due to divorce or annulment) - then please let us know on chat and we will take that into consideration.

We won't be able to let you know about the results of the investigation, but will record this and take it into account.

### ***Why is my account locked?***

We know that it can be frustrating to be denied access to your funds. Rest assured that we are doing everything in our power to finish the required checks and reinstate your account as soon as possible. Unfortunately, there is no specific time frame that we can provide, the length of an investigation varies on a case to case basis.

### ***Why was my account closed?***

We may close or suspend your account immediately, and end your access to our website, in exceptional circumstances. Exceptional circumstances include the following:

If we have good reason to suspect that you are behaving fraudulently,

If you haven't given us (or someone acting on our behalf) the information we requested, or we have good reason to believe that information you have provided is incorrect or not true,

If you've broken our terms and conditions in a serious or persistent way and you haven't put the matter right within a reasonable time frame,

If we have good reason to believe that your use of the QuantoPay app is harmful to us or our software, systems or hardware,

If we have good reason to believe that you continue to use your account could damage our reputation or goodwill,

If we have asked you to repay money you owe us and you have not done so within a reasonable period,

If you've been declared bankrupt - or

If we have to do so under any law, regulation, court order or ombudsman's instructions.

We may also decide to close or suspend your account for other reasons. We would contact you at least two months before we do this.

Unfortunately, we cannot provide you with more specific information regarding closure of the account. These decisions are final and there are no additional measures you can take to prevent us from executing an account closure or suspension.

### ***Why was I asked to reverify my identity?***

Sometimes regulations change, processing methods are no longer supported and documents expire. The result is that the ID you provided before is no longer valid.

We understand how annoying this can be, which is why we make it as easy as possible to re-validate your identification. All you need to do is open the app, then upload a new piece of identification, ideally in the form of a valid passport or national identity card.

We may send you an occasional email or notification about this, but remember that the only true and relevant source of communication with us is in the in-app QuantoPay feedback form or Customer Support. If you receive any suspicious links or phone calls, please don't provide any information about your account and chat to us to confirm it with our Support team.

### ***How long will QuantoPay store my data for?***

As a financial institution, we are obligated under anti-money laundering and counter-terrorism financing regulations to retain information about you and your QuantoPay Transactions for a period of 8 years.

In order to not hold your information for longer than is strictly necessary we will not hold any of your personal data for more than 8 years after we stop providing the QuantoPay services to you.

### ***What if I want QuantoPay to erase all my data?***

As a regulated financial institution we are under obligation to keep your data for a minimum of 8 years for anti-money laundering and counter-terrorism purposes. These retention requirements supersede any right to erasure requests under applicable data protection laws (such as GDPR). We cannot therefore erase your data in relation to your QuantoPay Account until after this time period, however we can assure you though that your data will be held safely and securely whilst under our supervision.

### ***Knowing the data that QuantoPay holds on me***

If you would like to obtain information in relation to the personal data which we hold on you as part of providing the QuantoPay services, simply ask for support via our Customer Support service.

### ***What does QuantoPay use my data for?***

The information we need in order to onboard you can include your name, phone number, email address, date of birth, identity documents, and card information. Among other things, we use your personal data to verify your identity, protect you against fraud, and provide you with QuantoPay services. You can find out more information about this in our Privacy Policy.

If you would like to obtain information in relation to the personal data which we hold on you as part of providing the QuantoPay services, simply ask for support via our Customer Support service.

### ***How does QuantoPay process my data?***

Our Customer Privacy Notice explains how we process and protect your personal data.

You can review our Customer Privacy Notice here or in the QuantoPay app (Go to Home → Profile → Privacy policy).

If you have any more questions about our Customer Privacy Policy, please reach to us by calling the Customer Support services. We're more than happy to answer any of your questions.

### ***I think I have a duplicate account***

As stated in our terms and conditions, you can have only one Personal QuantoPay account.

How did I create a duplicate account?

Usually, a duplicate account is created when you get a new phone number. This can be a result of moving countries, losing your phone or changing service providers. When you get a new phone number, you should change the phone number registered to your account.

How can I change my phone number?

This is done by going to ( Go to Home → Profile → Security → Change phone number ) and following the instructions on the screen to change your phone number to the new one.

If you relocated to another country, please follow the same flow to change the phone number associated with your account.

How do I close a duplicate account?

If for any reason you have created a duplicate account (e.g. with your new phone number), it needs to be closed. Account termination is based on the overall activity on the account.

If you have access to your account which is believed to be duplicated, please update your app to the latest version, go to your profile icon in the upper left corner, scroll down and press 'Close your account'. Once the duplicate is closed, you can change your phone number on the original account.

We are obligated to keep your data for 8 years to comply with regulatory requirements, such as anti-money laundering law.

Important notes:

It's not possible to open two accounts with the same login details (phone number and e-mail address). If you have a problem with accessing your previous account, chat to us, and we'll help you with account verification and termination.

### ***Why did you ask me for additional information about payer/beneficiary?***

As a financial institution, sometimes we need to perform additional checks on the funds that are moving through QuantoPay. When our automated system flags a transfer for a review as a part of the standard procedure, you might receive a request for additional documentation or information in order to complete it. Nothing to worry about though, you can easily submit this through the QuantoPay app by feedback form or on Customer

Support and we will review it as soon as possible.

One of the documents we're likely to ask you for is a transfer confirmation, which is a

document you can get from the financial institution that is sending the funds. It's usually in PDF format. It should contain information such as:

- full name and account number of the sender
- name provided and account number of the recipient
- amount of the funds transferred
- date of transfer

***Who made the decision to close my account?***

After careful consideration of all the circumstances regarding your account, our analysts made a decision about closing your account. This decision is final and there are no additional measures you can take to prevent us from executing an account closure or suspension.

***Can I ever open a new account if another has been closed?***

If we decide to close your accounts, you will not be able to use our services anymore – including opening a new account.

***Why did you send my money back to the source?***

If we decide to close your account, any balance remaining in your account is reverted to the last source or origin. This is a standard procedure.