

Do you support X currency in Y country?

Hi, I will send you the documents, please kindly go through them, if your required currency isn't present, please reply to the mail I will be sharing, I will get back to you with the details.

What is the rate for this currency?

Hi, I will send you the documents, please kindly go through them, if your required currency isn't present, please reply to the mail I will be sharing, I will get back to you with the details.

What is your internal flow of money, how do you transfer our money?

We have local partners all across major regions. Our country works with Stable coins. In the case of forex, if we want to transfer let's say INR (from India) to USD in the USA, we have our reserves of stable coins, where we transfer an equivalent amount of stable coins to the US and then our partners send us the required amount in USD to be deposited in users' account.

What countries do you have IBAN in, are you licensed in X country?

We have IBAN in US, CANADA and EU

Can you work with us, we have a license in Y country.

Hi, I will get back to you on this, will check it with my compliance team

What is the process of KYC of a user who comes to our platform?

It depends on volumes of transaction, we have levels of KYC. It can be basic name, ID, and as volumes increase, we ask for selfie and address,

Do you do KYC for users?

Yes, we do KYC, and in case you do it, we can extract the sumsub token and carry forward for payments.

Can we get a white labelled solution?

Yes, we provide 100% white labelled solution if required

How many days will it take for KYB and API exchange?

Around 4-5 days for KYB and API exchange 4-5 days.

What is the time taken for transfer?

Depends on what type of settlement you wish, we provide instant and T+1 settlement, if there are small ticket sizes, we can pool them and settle them next day, or have instant too. It's all based on request of client.

Questions encountered with customers

African Region //

What markets do you cover in Africa?

We cover

Are you locally incorporated in any of these countries?

How do you work without local entities and or licenses with the regulating bodies?

How do we ascertain the safety of our funds?

Since you go through partners - are your rates competitive enough?

What payment rails do you have in Egypt?

When are you opening up Rwanda?

Do you support South Africa?

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