Bramp AI Terminal FAQ

Your Conversational Crypto Trading Assistant

Welcome to Bramp AI Terminal - where you can buy and sell cryptocurrency through natural conversation. Simply type what you want to do, and our AI guides you through everything step by step.

🤖 Getting Started with Bramp AI

What is Bramp AI Terminal?

Bramp AI Terminal is your conversational crypto trading assistant. Instead of complex forms and menus, you simply chat with our AI using natural language. Say things like "I want to sell 100 USDT" or "Show me current rates" and the AI handles everything for you.

Do I need to sign up to use the AI?

You can chat with the AI without signing up, but you'll need to create an account to actually buy or sell cryptocurrency. The AI will guide you through the sign-up process when you're ready to trade.

What can I ask the AI to do?

Popular requests include:

- **"Sell 100 USDT to NGN"** - Start a sell transaction
- **"Buy Bitcoin with 10000 NGN"** - Purchase cryptocurrency
- **"Show my portfolio balance"** - Check your holdings
- **"Current NGN rates"** - Get real-time exchange rates
- **"Help me with my transaction"** - Get support for ongoing trades

How does the conversational interface work?

Just type naturally in the chat box. The AI understands:

- **Trading requests**: "I want to sell my Ethereum"
- **Questions**: "What's the current Bitcoin price?"
- **Support needs**: "My transaction is stuck, help me"

- **General inquiries**: "How do I verify my account?"

You'll get personalized responses and step-by-step guidance for everything you need to do.

💰 Supported Cryptocurrencies & Real-Time Prices

What cryptocurrencies can I trade?

Bramp supports these major cryptocurrencies with real-time pricing:

- **USDT** (Tether)
- **USDC** (USD Coin)
- **BTC** (Bitcoin)
- **ETH** (Ethereum)
- **SOL** (Solana)
- **BNB** (Binance Coin)
- **MATIC** (Polygon)
- **AVAX** (Avalanche)
- **NGNB** (NGN-backed stablecoin)

How do I see current prices?

Current prices scroll across the top of your screen in real-time, showing:

- Current USD prices for each cryptocurrency
- Hourly percentage changes (+ or - %)
- NGN rates where applicable

You can also ask the AI directly: "What's the current Bitcoin price?" or "Show me today's rates."

What networks are supported for each token?

Bitcoin (BTC): Bitcoin network only

Ethereum (ETH): Ethereum mainnet

Solana (SOL): Solana network

BNB: BNB Smart Chain (BSC)

MATIC: Ethereum (ERC-20)

AVAX: BNB Smart Chain (BEP-20)

USDT:

- Ethereum (ERC-20)
- Tron (TRC-20)
- BNB Smart Chain (BEP-20)

USDC:

- Ethereum (ERC-20)
- BNB Smart Chain (BEP-20)

The AI will show you available networks and help you choose the best option based on fees and speed.

🛒 Buying Cryptocurrency

How do I start a buy transaction?

Simply tell the AI what you want: "Buy 5000 NGN worth of USDT" or "I want to buy Bitcoin." The AI will open the buy interface and guide you through:

1. **Select cryptocurrency** and network
2. **Enter NGN amount** you want to spend (minimum ₦1,000)
3. **Provide wallet address** for delivery
4. **Review transaction details** including exact amounts and rates
5. **Proceed to secure payment** via our payment processor

What payment methods do you accept?

We accept NGN payments through our integrated Nigerian payment processor supporting:

- Bank transfers and direct debit
- Debit/credit cards
- Mobile money and digital wallets
- Other local payment methods

How long until I receive my crypto?

After successful payment:

- **Tron (TRC-20)**: 5-10 minutes
- **BSC networks**: 5-15 minutes
- **Ethereum**: 15-45 minutes

- **Bitcoin**: 30-60 minutes
- **Solana**: 2-10 minutes

The AI provides real-time updates on your transaction progress.

What if something goes wrong with my purchase?

The AI handles most issues automatically. Simply describe the problem: "My payment went through but I didn't get my crypto" and the AI will:

- Check your transaction status
- Provide estimated completion times
- Escalate to human support if needed
- Help with refund processes for failed transactions

💱 Selling Cryptocurrency

How do I sell crypto for Nigerian Naira?

Tell the AI: "Sell 100 USDT for NGN" or "I want to sell my Bitcoin." The process involves three simple steps:

Step 1 - Transaction Setup:

- Choose your cryptocurrency and network
- Enter the amount you want to sell
- Get an instant quote showing NGN payout amount

Step 2 - Bank Account Details:

- Select your Nigerian bank from our list
- Enter your account number
- AI automatically verifies your account name
- Confirm payout details

Step 3 - Send Your Crypto:

- Get a unique deposit address with QR code
- Send exact amount within 10-minute window
- Track status in real-time
- Receive NGN in your bank account

Which Nigerian banks do you support?

We support all major Nigerian banks including:

- Access Bank, GTBank, First Bank, Zenith Bank
- UBA, Fidelity Bank, Sterling Bank, FCMB
- Stanbic IBTC, Union Bank, Wema Bank
- Polaris Bank, Unity Bank, Keystone Bank
- And many more regional banks

Why is there a 10-minute time limit?

The 10-minute window ensures:

- Fresh exchange rates (no price changes affect your deal)
- Unique deposit addresses for security
- Fast processing once we receive your crypto
- Protection against market volatility

The AI shows a live countdown timer so you know exactly how much time remains.

How quickly do I get my NGN payout?

- **Crypto confirmation**: 5-30 minutes after you send
- **Bank transfer processing**: Instant to 2 hours
- **Fastest during business hours**: 9 AM - 5 PM WAT
- **Weekends/holidays**: May take longer due to banking schedules

The AI provides real-time status updates throughout the process.

🔐 Account Management & Security

How do I create an account?

When you're ready to trade, click "Sign up" or tell the AI "I want to create an account." Our step-by-step process includes:

1. **Personal Information**: First name, surname, phone number, email
2. **BVN Verification**: Your 11-digit Bank Verification Number
3. **Phone Verification**: 6-digit OTP sent to your phone
4. **PIN Creation**: Set a 6-digit PIN for secure sign-in and transactions

Each step has helpful validation and the AI guides you if you encounter any issues.

What is BVN and why do you need it?

BVN (Bank Verification Number) is your unique 11-digit identifier from the Central Bank of Nigeria. We require it for:

- Identity verification and compliance with Nigerian regulations
- Fraud prevention and account security
- Linking your crypto transactions to your verified banking identity
- Meeting Anti-Money Laundering (AML) requirements

How do I sign in to my account?

Simply use your Nigerian phone number and 6-digit PIN:

- Phone numbers work with +234, 0XX, or international formats
- PIN must be exactly 6 digits
- Too many failed attempts will temporarily lock your account for security

What if I forget my PIN?

Currently, you'll need to contact human support through the AI Terminal for PIN recovery. The AI will connect you to our support team who can help reset your PIN securely.

How secure is my account?

Your security is protected through:

- **JWT token authentication** with automatic expiry
- **Session management** across devices
- **Encrypted communications** for all transactions
- **Secure storage** of sensitive information
- **No private key storage** - you control your crypto

Can I check my transaction history?

Yes! Ask the AI: "Show my portfolio balance" or "What are my recent transactions?" The AI can display:

- Current transaction status
- Historical trading activity
- Portfolio balances and holdings
- Transaction references and receipts

💵 Pricing, Fees & Rates

How are exchange rates determined?

Our AI provides real-time rates based on:

- Live market data from multiple exchanges
- Current liquidity and demand
- Network transaction fees
- Processing costs and margins

Rates update every 30 seconds and are locked during your transaction window.

What fees do you charge?

All fees are included in the exchange rate shown. You'll always see:

- **Exact NGN amount** you pay or receive
- **Exact crypto amount** involved
- **Current rate** including all costs
- **No hidden fees** - what you see is final

Can I see fee breakdowns?

The AI can explain rate components when asked: "Why is this rate different from market price?" You'll get clear information about:

- Base exchange rate
- Network transaction costs
- Service fees
- Any applicable discounts

📱 Using the Platform

Is there a mobile app?

Bramp AI Terminal is optimized for mobile browsers - no app needed! It works perfectly on:

- iOS Safari and Chrome
- Android Chrome and other browsers
- Responsive design adapts to your screen
- Touch-optimized interface
- Works offline for viewing (trading requires internet)

Can I use multiple devices?

Yes, your account syncs across all devices. Sign in on any device and:

- Continue conversations where you left off
- Access full transaction history
- Manage ongoing trades
- Get notifications and updates

What browsers work best?

Bramp AI Terminal works on all modern browsers:

- Chrome, Firefox, Safari, Edge
- Mobile browsers (iOS/Android)
- No plugins required
- JavaScript must be enabled

🚨 Common Issues & Solutions

The AI isn't responding to my messages

Try these steps:

1. **Refresh the page** - clears temporary glitches
2. **Check internet connection** - AI needs connection to respond
3. **Try different browser** - some browsers block requests
4. **Clear cache/cookies** - removes corrupted data

If problems persist, the AI will connect you to human support.

My sell transaction expired before I could send crypto

No problem! The 10-minute window is for security, but you can:

- Start a new sell transaction immediately
- Get a fresh quote at current rates
- Use the same bank account details
- The AI remembers your preferences

Payment went through but I didn't receive crypto

Tell the AI: "My payment completed but no crypto received" with your reference number. The AI will:

- Check payment processor status
- Track blockchain delivery
- Provide estimated completion time
- Escalate if there are delays

I sent the wrong amount of crypto

Contact the AI immediately: "I sent wrong amount" and provide details. We can usually help:

- **Sent too little**: Transaction won't complete, contact support for refund
- **Sent too much**: We process quoted amount and refund excess
- **Wrong network**: Recovery may be possible depending on circumstances

My bank account verification failed

Common reasons and solutions:

- **Wrong account number**: Double-check for typos
- **Bank selection mismatch**: Ensure selected bank matches account
- **Account name mismatch**: Account must match your registered name
- **Inactive account**: Contact your bank to activate

Ask the AI: "Help with bank verification" for step-by-step assistance.

⏱️ Transaction Status & Tracking

How do I check my transaction status?

Ask the AI anytime: "Check my transaction status" or "Where is my Bitcoin?" The AI provides:

- Real-time progress updates
- Blockchain confirmation status
- Estimated completion times
- Any issues requiring attention

What do different statuses mean?

"Initiated": Transaction created, waiting for next step **"Payment Pending"**: Awaiting your NGN payment (buying) **"Crypto Pending"**: Waiting for your crypto deposit (selling)
 "Processing": Payment/crypto received, processing exchange **"Confirming"**: Waiting for

blockchain network confirmations **"Completed"**: Transaction successful, funds delivered **"Failed"**: Issue occurred, refund process started **"Expired"**: Time limit passed, start new transaction

Can I get notifications about my transactions?

The AI provides real-time updates in chat. You'll get notified about:

- Payment confirmations
- Blockchain status changes
- Completion notifications
- Any issues requiring action

🌍 Compliance & Legal

Is Bramp regulated?

Yes, we operate through licensed financial partners and maintain compliance with:

- Nigerian financial regulations
- Anti-Money Laundering (AML) requirements
- Counter-Terrorism Financing (CTF) standards
- Know Your Customer (KYC) procedures

Links to our compliance documents are in the footer.

What information do you collect?

We collect only what's necessary for:

- **Account creation**: Email, phone, basic identity
- **Transaction processing**: Bank details, crypto addresses
- **Compliance**: Additional verification for large amounts
- **Security**: Session data, transaction logs

Our Privacy Policy (linked in footer) has complete details.

Do you report to tax authorities?

We may provide transaction records if legally required. For tax guidance:

- Keep your own transaction records
- Consult a tax professional

- Ask the AI for transaction history exports

What countries can use Bramp?

Currently focused on Nigerian users with NGN transactions. We're expanding to other African markets - ask the AI about availability in your region.

💬 Getting Support

When should I contact human support?

The AI handles 95% of questions, but escalates to humans for:

- Complex technical issues
- Disputed or stuck transactions
- Account recovery needs
- Regulatory compliance questions
- Issues the AI cannot resolve

How do I reach human support?

Simply tell the AI: "I need human help" or "Connect me to support" and you'll be transferred to our team with your conversation history for context.

What information helps with support requests?

Provide the AI with:

- Your transaction reference number
- Exact error messages
- Screenshots if helpful
- Steps you've already tried
- Your wallet/bank account details (for verification)

Are there support hours?

- **AI Terminal**: Available 24/7
- **Human support**: Business hours (9 AM - 6 PM WAT) with best response times
- **Emergency issues**: Escalated outside business hours
- **Response times**: Usually under 10 minutes during business hours

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🔄 Advanced Features

Can I set up price alerts?

Ask the AI: "Alert me when Bitcoin hits 50,000 USD" or "Notify me if USDT rate changes." The AI can set up:

- Price target notifications
- Rate change alerts (percentage-based)
- Market movement updates
- Transaction status notifications

Does the AI remember my preferences?

Yes! The AI learns your:

- Preferred cryptocurrencies and networks
- Usual transaction amounts
- Bank account details (for repeat sells)
- Trading patterns and preferences

This makes repeat transactions faster and more personalized.

Can I trade multiple cryptocurrencies at once?

Each transaction handles one crypto at a time, but you can:

- Run multiple transactions simultaneously
- Switch between different trading windows
- Compare rates across multiple tokens
- Manage a portfolio of different cryptos

What about recurring purchases?

Currently each transaction is individual, but you can:

- Ask the AI to remind you to trade regularly
- Save frequently used amounts and addresses
- Get rate alerts for good buying opportunities
- Use transaction history to repeat previous trades

📊 Market Data & Analysis

Where does price data come from?

Our real-time prices combine:

- Multiple major cryptocurrency exchanges
- Liquidity provider rates
- Network fee calculations
- Local market conditions for NGN

How often do prices update?

- **Screen ticker**: Updates every 30 seconds
- **Transaction rates**: Real-time when you request quotes
- **Hourly changes**: Updated continuously with percentage changes
- **Historical data**: Available through AI for trend analysis

Can I see price charts or history?

Ask the AI: "Show Bitcoin price trend" or "How has USDT performed this week?" While we don't provide full charting, the AI shares:

- Recent price movements
- Historical rate information
- Market trend summaries
- Best times to buy or sell

🚀 Future Features & Updates

What's coming to Bramp AI?

Planned improvements for 2025:

- **Voice commands**: Talk to the AI instead of typing
- **More cryptocurrencies**: Popular altcoins and DeFi tokens
- **Additional networks**: More blockchain options
- **Portfolio management**: Automated rebalancing and tracking
- **Advanced analytics**: Profit/loss tracking and reporting
- **Mobile app**: Native iOS and Android applications

How do I stay updated?

- **AI notifications**: The AI announces new features

- **Price ticker**: Shows latest supported cryptocurrencies
- **In-chat updates**: Important changes appear in conversations
- **Social media**: Follow our channels for major announcements

Can I suggest features?

Absolutely! Tell the AI: "I suggest adding [feature]" or "It would be great if you could [function]." We review all feedback and often implement popular user suggestions.

🛡️ Risk Management & Safety

What are the main risks in crypto trading?

The AI can explain risks including:

- **Price volatility**: Crypto values change rapidly
- **Network fees**: Blockchain costs vary with congestion
- **Irreversible transactions**: Double-check all details
- **Market timing**: Prices move between quote and execution
- **Technical issues**: Network or exchange problems

How does Bramp protect me?

- **Real-time quotes**: Rates locked during transaction windows
- **Address validation**: AI checks wallet address formats
- **Bank verification**: Account names must match
- **Secure processing**: Bank-grade security for all operations
- **Clear communication**: AI explains every step

What should I never do?

⚠️ **Never:**

- Share your private keys or seed phrases
- Send crypto to addresses you don't control
- Trade with money you can't afford to lose
- Ignore security warnings from the AI
- Use public WiFi for large transactions

How do I trade responsibly?

The AI encourages responsible trading:

- Start with small amounts while learning
- Verify all transaction details before confirming
- Keep records of all trades for taxes
- Only trade what you can afford to lose
- Ask questions if anything seems unclear

This FAQ covers the core features of Bramp AI Terminal. The AI assistant is always available to answer specific questions and provide personalized guidance for your crypto trading needs.

Need immediate help? Just start typing in the chat - the AI is ready to assist with any question about buying, selling, or managing your cryptocurrency transactions through our secure platform.

Risk Disclaimer: Cryptocurrency trading involves substantial risk of loss. Prices are volatile and you may lose money. Bramp AI provides transaction facilitation and information but does not offer investment advice. Please trade responsibly and only with funds you can afford to lose. Always verify transaction details before confirming.

Last updated: September 2025 - Based on current platform features and capabilities