

DOLFIN FAQs

Account Setup and Management

1. Q: How do I create an account with Dolfin? A: To create an account, download the Dolfin app from the App Store or Google Play, or visit our website and click on the "Sign Up" button. Follow the prompts to enter your email address, create a password, and provide some basic personal information.
2. Q: What information do I need to provide to set up an account? A: To set up an account, you'll need to provide your full name, email address, date of birth, and a secure password. You may also be asked to verify your identity by providing a government-issued ID or other identifying documents.
3. Q: How do I connect my bank accounts to Dolfin? A: To connect your bank accounts, log in to your Dolfin account and navigate to the "Accounts" section. Click on "Add Account" and select your bank from the list of supported institutions. Follow the prompts to enter your online banking credentials and authorize Dolfin to access your account information.
4. Q: Can I connect multiple bank accounts to Dolfin? A: Yes, you can connect multiple bank accounts, credit cards, and investment accounts to Dolfin to get a comprehensive view of your finances.
5. Q: How do I update my personal information in Dolfin? A: To update your personal information, log in to your Dolfin account and go to the "Settings" section. From there, you can edit your profile information, such as your name, email address, and password.

Security and Privacy

6. Q: How does Dolfin protect my financial data? A: Dolfin uses bank-level encryption to protect your financial data during transmission and storage. We also employ strict access controls and regularly monitor our systems for any potential security threats.
7. Q: Does Dolfin share my personal information with third parties? A: Dolfin does not sell or share your personal information with third parties for marketing purposes. We may share your data with trusted service providers who assist us in operating our platform, but only to the extent necessary and under strict confidentiality agreements.
8. Q: What happens to my data if I close my Dolfin account? A: If you close your Dolfin account, we will delete your personal information and financial data from our systems within a reasonable timeframe, in accordance with our data retention policy and applicable laws.
9. Q: Is my data stored securely? A: Yes, your data is stored securely using industry-standard encryption and security practices. We maintain strict access controls and regularly monitor our systems to prevent unauthorized access.
10. Q: How can I protect my Dolfin account from unauthorized access? A: To protect your account, use a strong, unique password and enable two-factor authentication in your account settings. Avoid sharing your login credentials with anyone and be cautious when accessing your account on public devices or networks.

Budgeting and Expense Tracking

11. Q: How does Dolphin help me create a budget? A: Dolphin analyzes your income and spending patterns to suggest a personalized budget based on your financial goals and lifestyle. You can adjust the budget categories and amounts to suit your preferences and track your progress within the app.
12. Q: Can I set up custom budget categories? A: Yes, you can create custom budget categories to better reflect your unique spending habits and financial priorities. Simply navigate to the "Budget" section and click on "Add Category" to create a new custom category.
13. Q: How does Dolphin categorize my transactions? A: Dolphin uses advanced algorithms and machine learning to automatically categorize your transactions based on the merchant, transaction type, and other factors. If a transaction is miscategorized, you can easily reassign it to the correct category.
14. Q: Can I split a transaction between multiple categories? A: Yes, you can split a transaction between multiple categories to accurately reflect your spending. To do this, find the transaction in your account history, click on it, and select "Split Transaction." Enter the amounts and categories for each split.
15. Q: How can I see my spending trends over time? A: Dolphin provides detailed spending reports and visualizations to help you understand your spending trends over time. Navigate to the "Insights" section to view your spending by category, merchant, or time period, and identify areas where you may be able to cut back or save more.
16. Q: Can I set up alerts for when I'm close to overspending in a budget category? A: Yes, you can set up budget alerts to notify you when you're approaching or have exceeded your budget limit for a specific category. Go to the "Budget" section, click on a category, and toggle on the "Budget Alert" option to set your preferred threshold.
17. Q: How does Dolphin help me save money? A: Dolphin helps you save money by providing personalized insights and recommendations based on your spending patterns and financial goals. The app may suggest areas where you can cut back on expenses, find better deals, or automate your savings to help you reach your goals faster.
18. Q: Can I set up recurring expenses in Dolphin? A: Yes, you can set up recurring expenses, such as rent, utilities, or subscriptions, in Dolphin to better plan your budget and avoid missed payments. Navigate to the "Expenses" section, click on "Add Expense," and select the "Recurring" option to set up the expense details and frequency.
19. Q: How can I track my progress towards my financial goals? A: Dolphin allows you to set and track financial goals, such as saving for a down payment or paying off debt. Once you've set up a goal, you can monitor your progress within the app and receive updates on how close you are to achieving your target.
20. Q: Can I export my transaction data from Dolphin? A: Yes, you can export your transaction data from Dolphin in various formats, such as CSV or PDF, for further analysis or record-keeping. Go

to the "Settings" section and select "Export Data" to choose your preferred format and date range.

Goal Setting and Savings

21. Q: How do I set up a financial goal in Dolfin? A: To set up a financial goal, navigate to the "Goals" section and click on "Add Goal." Choose the type of goal (e.g., save for an emergency fund, pay off debt), enter the target amount and deadline, and select the account or budget category you want to use for saving.
22. Q: Can I set up multiple financial goals? A: Yes, you can set up multiple financial goals in Dolfin to work towards various objectives simultaneously. Simply repeat the process of adding a new goal for each target you want to achieve.
23. Q: How does Dolfin calculate my progress towards a goal? A: Dolfin calculates your progress towards a goal by comparing the amount you've saved or paid off to your target amount. The app takes into account your initial savings, regular contributions, and any extra payments or deposits you make along the way.
24. Q: Can I adjust my goal target or deadline? A: Yes, you can adjust your goal target or deadline at any time to accommodate changes in your financial situation or priorities. Go to the "Goals" section, select the goal you want to modify, and click on "Edit" to update the target amount or deadline.
25. Q: How can I stay motivated to reach my financial goals? A: Dolfin helps you stay motivated by providing regular progress updates, encouraging messages, and personalized tips based on your goals and spending habits. You can also share your goals with friends or family for added accountability and support.
26. Q: Can I set up automatic savings contributions for my goals? A: Yes, you can set up automatic savings contributions to help you consistently work towards your goals without having to manually transfer funds each time. When setting up a goal, select the "Automate Savings" option and choose the amount and frequency of your contributions.
27. Q: What happens when I reach my financial goal? A: When you reach a financial goal, Dolfin will notify you with a congratulatory message and prompt you to decide what to do with the saved funds. You can choose to keep the money in your savings account, invest it, or use it for another purpose.
28. Q: Can I prioritize my financial goals? A: Yes, you can prioritize your financial goals in Dolfin to focus on the most important objectives first. Go to the "Goals" section and drag and drop your goals into the desired order, with the highest priority goals at the top of the list.
29. Q: How can I find extra money to put towards my goals? A: Dolfin can help you find extra money to put towards your goals by analyzing your spending patterns and identifying areas where you may be able to cut back or save. The app may suggest negotiating better rates on bills, canceling unused subscriptions, or finding cheaper alternatives for regular expenses.
30. Q: Can I set up a savings challenge in Dolfin? A: Yes, Dolfin offers various savings challenges to help you build good financial habits and reach your goals faster. Examples include the "No-

Spend Challenge," where you commit to not spending money on non-essential items for a set period, or the "52-Week Savings Challenge," where you gradually increase your savings contributions each week for a year.

Investment Tracking

31. Q: Can I track my investments with Dolfin? A: Yes, you can connect your investment accounts, such as brokerage or retirement accounts, to Dolfin to track your portfolio performance and allocation.
32. Q: Which investment accounts can I link to Dolfin? A: Dolfin supports a wide range of investment accounts, including 401(k)s, IRAs, and taxable brokerage accounts from popular providers. Check the app or website for a complete list of supported institutions.
33. Q: How does Dolfin calculate my investment performance? A: Dolfin calculates your investment performance by analyzing the change in value of your portfolio over time, taking into account factors such as contributions, withdrawals, and market fluctuations. The app provides performance metrics such as total return, annualized return, and portfolio growth.
34. Q: Can I see the allocation of my investment portfolio? A: Yes, Dolfin provides a detailed breakdown of your investment portfolio allocation, showing the percentage of your assets invested in various asset classes (e.g., stocks, bonds, cash) and sectors (e.g., technology, healthcare, energy).
35. Q: Does Dolfin provide investment advice? A: No, Dolfin does not provide personalized investment advice. The app is designed to help you track and monitor your investments, but for specific investment recommendations, please consult with a qualified financial advisor.
36. Q: Can I set up alerts for my investments? A: Yes, you can set up alerts for your investments to stay informed about significant changes or events. For example, you can receive notifications when a stock in your portfolio experiences a large price movement or when your portfolio allocation deviates from your target.
37. Q: How often is my investment data updated in Dolfin? A: Dolfin updates your investment data regularly, typically on a daily basis after the close of market trading. However, the exact frequency of updates may depend on the specific institution and type of investment account you have linked.
38. Q: Can I see the historical performance of my investments? A: Yes, Dolfin provides historical performance data for your investments, allowing you to view your portfolio's growth over various time periods (e.g., 1 month, 1 year, 5 years). You can also compare your portfolio's performance to relevant market benchmarks.
39. Q: Does Dolfin support international investments? A: Dolfin supports tracking of international investments, such as foreign stocks or mutual funds, as long as they are held in a supported investment account. However, the app may not provide as much detailed information for international holdings compared to domestic investments.
40. Q: Can I track my cryptocurrency investments with Dolfin? A: Currently, Dolfin does not support direct tracking of cryptocurrency investments. However, if you hold cryptocurrency

through a supported brokerage account, the total value of your holdings may be reflected in your overall portfolio.

Credit Score Monitoring

41. Q: Does Dolfin provide credit score monitoring? A: Yes, Dolfin offers credit score monitoring as part of its premium features. You can view your current credit score, track changes over time, and receive alerts for significant updates.
42. Q: How does Dolfin get my credit score information? A: Dolfin partners with one of the major credit bureaus to securely retrieve your credit score information. When you sign up for credit score monitoring, you'll be asked to provide some personal information to verify your identity and authorize access to your credit data.
43. Q: Is it safe to use Dolfin's credit score monitoring feature? A: Yes, Dolfin uses secure, encrypted connections to retrieve your credit score information and does not store or share your sensitive data with third parties. The app is committed to protecting your privacy and security.
44. Q: How often is my credit score updated in Dolfin? A: Dolfin updates your credit score on a monthly basis, as that is typically how often credit bureaus refresh their data. You'll receive a notification when your latest score is available to view in the app.
45. Q: What factors influence my credit score? A: Your credit score is influenced by several factors, including your payment history, credit utilization, length of credit history, types of credit used, and recent credit inquiries. Dolfin provides educational content to help you understand these factors and how to maintain a healthy credit score.
46. Q: Can Dolfin help me improve my credit score? A: While Dolfin does not directly impact your credit score, the app offers personalized recommendations and insights to help you make informed decisions that can contribute to a better credit score over time. These may include suggestions for paying bills on time, keeping credit utilization low, and avoiding excessive credit applications.
47. Q: Will using Dolfin's credit score monitoring feature affect my credit score? A: No, using Dolfin's credit score monitoring feature does not affect your credit score. The app uses a soft inquiry to retrieve your credit information, which does not impact your score, unlike hard inquiries from credit applications.
48. Q: Can I dispute errors on my credit report through Dolfin? A: While Dolfin does not provide a direct dispute process, the app can help you identify potential errors on your credit report and guide you through the steps to dispute them with the relevant credit bureau. Dolfin's educational resources can also help you understand your rights as a consumer and how to protect your credit.
49. Q: Is credit score monitoring available in all countries? A: Dolfin's credit score monitoring feature is currently available only in select countries, depending on the availability of credit bureau partnerships and local regulations. Please check the app or website for the most up-to-date information on country availability.

50. Q: Can I access my full credit report through Dolphin? A: While Dolphin provides your current credit score and some key factors influencing it, the app does not offer access to your full credit report. To obtain a complete copy of your credit report, you'll need to contact the credit bureaus directly or use a dedicated credit report service.

Bill Management and Reminders

51. Q: Can Dolphin help me manage my bills? A: Yes, Dolphin offers a bill management feature that allows you to track your upcoming bills, receive payment reminders, and view your bill payment history.
52. Q: How do I set up bill reminders in Dolphin? A: To set up bill reminders, navigate to the "Bills" section in the app and click on "Add Bill." Enter the details of your bill, including the payee, amount, and due date. You can then choose to receive reminders via push notification, email, or SMS at a specified time before the due date.
53. Q: Can I automate bill payments through Dolphin? A: Currently, Dolphin does not support direct bill payment automation. However, the app can help you stay organized and remind you when bills are due, so you can make payments through your preferred method (e.g., bank transfer, credit card, or check).
54. Q: How does Dolphin categorize my bills? A: Dolphin automatically categorizes your bills based on the payee and payment type (e.g., utilities, rent, subscriptions). You can also manually assign or edit bill categories to better suit your needs.
55. Q: Can I view my bill payment history in Dolphin? A: Yes, Dolphin provides a comprehensive bill payment history, allowing you to view past payments, payment methods, and any associated notes or attachments. This can be helpful for budgeting, tax purposes, or simply keeping track of your expenses.
56. Q: What happens if I miss a bill payment? A: If you miss a bill payment, Dolphin will notify you of the overdue payment and prompt you to take action. The app may also provide guidance on how to handle late payments, such as contacting the payee to arrange a payment plan or discussing the impact on your credit score.
57. Q: Can I set up recurring bill reminders? A: Yes, you can set up recurring bill reminders for bills that have a fixed due date and amount each month, such as rent or subscriptions. When adding a new bill, simply toggle on the "Recurring" option and specify the frequency and duration of the payments.
58. Q: Can I share bill reminders with other Dolphin users? A: Yes, you can share bill reminders with other Dolphin users, such as family members or roommates, to ensure that everyone is aware of upcoming payments and responsibilities. To share a bill reminder, simply select the bill and choose the "Share" option, then enter the email address or Dolphin username of the person you want to share with.
59. Q: Can I attach documents or receipts to my bill reminders? A: Yes, Dolphin allows you to attach relevant documents or receipts to your bill reminders, such as scanned invoices,

payment confirmations, or warranty information. To add an attachment, select the bill reminder and choose the "Attach" option, then upload the file from your device.

60. Q: Does Dolfin support bill splitting? A: Yes, Dolfin supports bill splitting for shared expenses, such as utility bills or rent payments. To split a bill, select the bill reminder and choose the "Split" option, then enter the names and amounts owed by each party. Dolfin will create separate reminders for each person's share of the bill.

Insights and Recommendations

61. Q: What kind of financial insights does Dolfin provide? A: Dolfin provides a range of financial insights, including spending analysis, income tracking, net worth monitoring, and goal progress updates. The app uses your transaction data and patterns to generate personalized recommendations for saving money, improving your budget, and reaching your financial goals.
62. Q: How does Dolfin generate personalized recommendations? A: Dolfin uses advanced algorithms and machine learning to analyze your financial data, including transactions, bills, and investments. By identifying patterns and trends in your spending and saving behavior, the app can provide tailored recommendations to help you make the most of your money.
63. Q: Can I customize the types of insights and recommendations I receive? A: Yes, you can customize your preferences for insights and recommendations in the app settings. You can choose to focus on specific areas, such as saving money on groceries or reducing subscription costs, and adjust the frequency and delivery method of your recommendations.
64. Q: How often does Dolfin update my financial insights? A: Dolfin updates your financial insights in real-time as new data becomes available, such as when you make a transaction or link a new account. You can expect to see fresh insights and recommendations on a daily or weekly basis, depending on your activity level and preferences.
65. Q: Can I provide feedback on the insights and recommendations I receive? A: Yes, Dolfin encourages users to provide feedback on the insights and recommendations they receive. After each insight, you'll have the option to rate its relevance and usefulness, as well as provide written comments. This feedback helps the app continuously improve and refine its suggestions to better meet your needs.
66. Q: Does Dolfin compare my financial situation to other users? A: No, Dolfin does not compare your financial situation to other users. All insights and recommendations are based solely on your own data and goals, ensuring that the advice you receive is personalized and relevant to your unique circumstances.
67. Q: Can I share my insights and recommendations with others? A: Yes, you can share your insights and recommendations with others, such as family members or financial advisors, to get their input or collaborate on financial decisions. Simply select the insight you want to share and choose the sharing method (e.g., email, text message, or social media).
68. Q: Are the insights and recommendations provided by Dolfin guaranteed? A: While Dolfin strives to provide accurate and helpful insights and recommendations, they are not

guaranteed and should not be considered as financial advice. Always use your own judgment and consult with a qualified financial professional before making any significant financial decisions.

69. Q: Can I access my insights and recommendations outside of the Dolfin app? A: Yes, you can access your insights and recommendations outside of the Dolfin app by logging into your account on the Dolfin website. You can also choose to receive email summaries of your key insights and recommendations on a regular basis.

70. Q: How can I use Dolfin's insights and recommendations to improve my financial situation? A: Dolfin's insights and recommendations can help you improve your financial situation by identifying areas where you can save money, optimize your spending, and make progress towards your goals. By regularly reviewing your insights and implementing relevant recommendations, you can develop better financial habits and make informed decisions about your money.

Data Security and Privacy

71. Q: How does Dolfin protect my sensitive financial information? A: Dolfin employs industry-standard security measures to protect your sensitive financial information, including encryption, secure data storage, and multi-factor authentication. The app regularly undergoes security audits and updates to ensure that your data remains safe and confidential.

72. Q: Does Dolfin sell or share my personal information with third parties? A: No, Dolfin does not sell or share your personal information with third parties for marketing or advertising purposes. The app may share certain data with trusted service providers who assist in operating and maintaining the platform, but only to the extent necessary and under strict confidentiality agreements.

73. Q: Can I control what data Dolfin has access to? A: Yes, you can control what data Dolfin has access to by selectively linking or unlinking your financial accounts and adjusting your privacy settings. You can also choose to manually enter transactions or bills if you prefer not to link certain accounts.

74. Q: How can I update or delete my personal information in Dolfin? A: You can update your personal information, such as your name, email address, or phone number, by going to the app settings and selecting the "Personal Information" option. If you want to delete your Dolfin account and associated data, please contact customer support for assistance.

75. Q: Is my data stored in the cloud or on my device? A: Dolfin stores your data securely in the cloud using encrypted servers and backup systems. This allows you to access your information from multiple devices and ensures that your data is protected in case of device loss or damage. Sensitive information, such as login credentials, is not stored on your device.

76. Q: How long does Dolfin retain my data? A: Dolfin retains your data for as long as necessary to provide you with the app's features and services, comply with legal obligations, and resolve disputes. If you close your Dolfin account, the app will delete your personal

information and financial data within a reasonable timeframe, in accordance with applicable laws and regulations.

77. Q: What happens to my data if Dolfin is acquired or goes out of business? A: In the event that Dolfin is acquired by another company or goes out of business, your data will be handled in accordance with the app's privacy policy and any applicable laws. Dolfin will notify you of any changes to the ownership or operation of the app and provide you with options for managing your data.
78. Q: Can I request a copy of my data from Dolfin? A: Yes, you can request a copy of your data from Dolfin by contacting customer support or using the data export feature in the app settings. Dolfin will provide you with a downloadable file containing your personal information, financial data, and transaction history, in accordance with applicable data privacy regulations.
79. Q: Does Dolfin comply with global data privacy regulations? A: Yes, Dolfin is committed to complying with global data privacy regulations, such as the General Data Protection Regulation (GDPR) in the European Union and the California Consumer Privacy Act (CCPA) in the United States. The app's privacy policy outlines how it collects, uses, and protects your personal information in accordance with these regulations.
80. Q: How can I report a security vulnerability or data breach? A: If you suspect a security vulnerability or data breach related to your Dolfin account, please contact customer support immediately. Dolfin has a dedicated security team that investigates and responds to potential security incidents, and the app will notify affected users and relevant authorities in accordance with its incident response plan.

Customer Support and Feedback

81. Q: How can I contact Dolfin customer support? A: You can contact Dolfin customer support by sending an email to support@dolfin.com, using the in-app chat feature, or calling the support hotline during business hours. The app's website also provides a comprehensive FAQ section and community forum where you can find answers to common questions and connect with other users.
82. Q: What are Dolfin's customer support hours? A: Dolfin's customer support team is available Monday through Friday, from 9 AM to 5 PM EST. During these hours, you can expect to receive prompt assistance with any questions, issues, or concerns related to your account or the app's features.
83. Q: How quickly can I expect a response from Dolfin customer support? A: Dolfin strives to provide timely and efficient customer support. For email inquiries, you can expect to receive an initial response within 24 hours during business days. Chat and phone support may provide faster response times, depending on the volume of inquiries and the complexity of your issue.
84. Q: Can I provide feedback or suggestions for improving Dolfin? A: Yes, Dolfin welcomes and encourages user feedback and suggestions for improving the app. You can provide feedback

by responding to in-app surveys, rating and reviewing the app on the App Store or Google Play, or contacting customer support with your ideas and comments.

85. Q: Does Dolfin have a user community or forum? A: Yes, Dolfin has an online user community and forum where you can connect with other users, share tips and experiences, and get support from peers and experts. The community is accessible through the app's website and is moderated by Dolfin staff to ensure a safe and respectful environment.
86. Q: How does Dolfin handle user complaints or disputes? A: Dolfin takes user complaints and disputes seriously and has a dedicated team to investigate and resolve any issues. If you have a complaint or dispute related to your account or the app's services, please contact customer support for assistance. Dolfin will work with you to understand the problem, gather relevant information, and find a fair and reasonable solution.
87. Q: Can I request a feature or integration for Dolfin? A: Yes, you can request a feature or integration for Dolfin by submitting a suggestion through the app's feedback channels or contacting customer support. The Dolfin team regularly reviews user requests and prioritizes new features and integrations based on popularity, feasibility, and alignment with the app's mission and values.
88. Q: Does Dolfin offer any educational resources or financial literacy programs? A: Yes, Dolfin offers a range of educational resources and financial literacy programs to help users improve their knowledge and skills related to personal finance. These resources include articles, videos, webinars, and interactive courses on topics such as budgeting, saving, investing, and debt management. You can access these resources through the app's learning center or by attending live events and workshops.
89. Q: Can I refer friends or family to Dolfin? A: Yes, Dolfin has a referral program that rewards users for introducing friends and family to the app. When you refer someone to Dolfin and they sign up using your unique referral link, both you and the new user may receive a bonus or incentive, such as a cash reward or premium feature access. The specific terms and conditions of the referral program may vary over time, so please check the app or website for the most up-to-date information.
90. Q: How can I stay updated on Dolfin's latest news and developments? A: You can stay updated on Dolfin's latest news and developments by subscribing to the app's newsletter, following its social media channels, and regularly checking the website's blog and press section. Dolfin also sends periodic updates and announcements to users via email and in-app notifications, so make sure to keep your contact information up to date in your account settings.

Account Management and Subscriptions

91. Q: How can I change my Dolfin account password? A: To change your Dolfin account password, log in to the app and go to the account settings section. Select the "Change Password" option and follow the prompts to enter your current password and create a new one. Make sure to choose a strong, unique password and avoid using the same password for multiple accounts.

92. Q: Can I add multiple users to my Dolfin account? A: Yes, Dolfin allows you to add multiple users to your account, such as family members or financial partners. To add a user, go to the account settings section and select the "Manage Users" option. You can then invite new users by entering their email address and specifying their access level and permissions.
93. Q: How do I delete my Dolfin account? A: To delete your Dolfin account, log in to the app and go to the account settings section. Select the "Delete Account" option and follow the prompts to confirm your decision. Please note that deleting your account will permanently remove all your data and financial information from Dolfin's servers, and this action cannot be undone.
94. Q: Can I temporarily suspend my Dolfin account? A: Yes, you can temporarily suspend your Dolfin account if you need to take a break from using the app or want to restrict access to your financial information. To suspend your account, go to the account settings section and select the "Suspend Account" option. You can reactivate your account at any time by logging back in and following the prompts.
95. Q: How do I upgrade or downgrade my Dolfin subscription? A: To upgrade or downgrade your Dolfin subscription, log in to the app and go to the account settings section. Select the "Manage Subscription" option and choose the plan that best suits your needs and budget. You can also view your current plan details and billing history from this section.
96. Q: Can I cancel my Dolfin subscription? A: Yes, you can cancel your Dolfin subscription at any time by going to the account settings section and selecting the "Manage Subscription" option. Choose the "Cancel Subscription" button and follow the prompts to confirm your cancellation. Please note that canceling your subscription will end your access to premium features and benefits, but your account and data will remain available to you.
97. Q: How do I update my payment information for my Dolfin subscription? A: To update your payment information for your Dolfin subscription, log in to the app and go to the account settings section. Select the "Manage Subscription" option and choose the "Update Payment Method" button. You can then enter your new payment details, such as a credit card number or billing address, and save the changes.
98. Q: What happens if my Dolfin subscription payment fails? A: If your Dolfin subscription payment fails due to insufficient funds, expired payment information, or other reasons, the app will notify you of the issue and provide instructions for updating your payment method. You may have a grace period to resolve the payment failure before your subscription is cancelled or suspended.
99. Q: Can I get a refund for my Dolfin subscription? A: Dolfin's refund policy for subscriptions varies depending on the specific circumstances and the terms of your plan. In general, the app does not offer refunds for partial months or unused services, but you may be eligible for a refund if you cancel your subscription within a certain timeframe or encounter technical issues that prevent you from using the app. Please contact customer support for more information on refund eligibility and procedures.

100. Q: How can I gift a Dolfin subscription to someone else? A: To gift a Dolfin subscription to someone else, such as a friend or family member, go to the app's website and select the "Gift Subscriptions" option. Choose the plan you want to gift, enter the recipient's email address, and provide your payment information. The recipient will receive an email notification with instructions for activating their gift subscription and creating a Dolfin account.