



Samuel Mintah <sam.mintah01@gmail.com>

Request #4335: Withdrawal on hold - Further Action Required [Currency temporarily suspended]

1 message

StackUp Support <support@stackuphelpcentre.zendesk.com>

Mon, Jan 8, 2024 at 10:11 AM

Reply-To: StackUp Support <support+id4335@stackuphelpcentre.zendesk.com>

To: Samuel Mintah <sam.mintah01@gmail.com>

This ticket was created on your behalf.

To add additional comments, reply to this email.

Hello Stackie,

This email is regarding your recent withdrawal request. We would like to inform you that our payment partner WISE has **temporarily suspended** the transfer of **Ghanaian Cedi** and we were not provided with any timeline on when the transfer would be resumed or resumed at all. Therefore we would like to provide you with the following options:

1. We could refund the rewards of your recent withdrawal request and you may withdraw via other withdrawal methods such as via Crypto
2. You may withdraw via another currency to another of your bank account that is [supported by WISE and StackUp](#). [This does not include the WISE Bank account but rather a local bank account]
3. Alternatively, you may choose to wait further till WISE resumes (We do not recommend this option as we are not sure if this issue would be resolved before StackUp (Learn and Earn v1.0) sunsets.

Please reply us with which option you prefer.

Looking forward to hearing from you soon.

Best regards,

Customer Support Team | StackUp

W: campus.dev

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