**Case 1:**

**A. Navigating to** [**cashu.com**](http://cashu.com/) **or any page: (phase 2 per my understanding)**

    If the IP country is sanctioned the merchant /vendor / user will be redirected to a page showing this MSG:

"You are not allowed to use CASHU Services from your current country.  For any assistance please contact support"

"لا يسمح لك بإستخدام خدمات كاش يو من البلد الحالي. للمساعدة يرجى الإتصال بالدعم."

**B.  Logging In to** [**Cashu.com**](http://cashu.com/)

     If the user / vendor / merchant profile country is a sanction country then the user / vendor / merchant redirects to a page showing the following MSG:

The MSG to the user: Phase 2

“Please note that you will not be able to login to your account after [Date] due to profile geographical restrictions. In the meantime please consume your balance before the date. For any assistance please contact support”

"يرجى الملاحظة انك لن تكون قادرا على تسجيل الدخول لحسابك بعد( *تاريخ*) نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك. في هذه الأثناء يرجى استهلاك رصيدك قبل الموعد المحدد. للمساعدة يرجى الاتصال بالدعم*".*

In case the user doesn’t have a balance the MSG will be: Phase 1

“We are sorry to inform you that you are not allowed to login and use your account due to your profile geographical restrictions. For any assistance please contact support”

"نحن نأسف لإبلاغك بإنه لا يسمح لك بالدخول واستخدام حسابك نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك. للمساعدة يرجى الاتصال بالدعم "

The MSG to Merchant: this is for phase 2 per my understanding

“We are sorry to inform you that you are not allowed to login and use your account due to profile geographical restrictions.  For any assistance please contact support”

"نحن نأسف لإبلاغك بإنه لا يسمح لك بالدخول واستخدام حسابك نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك. للمساعدة يرجى الاتصال بالدعم "

The MSG to Vendor: this is for phase 2 per my understanding

 "We are sorry to inform you that you are not allowed to login and use your account due to your profile geographical restrictions.  For any assistance please contact support”

"نحن نأسف لإبلاغك بإنه لا يسمح لك بالدخول واستخدام حسابك نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك. للمساعدة يرجى الاتصال بالدعم "

Case 2:

**Virtual Refill coupon:**

1. In case that the topping region is not the same as the vendor region

A. if the profile country of the vendor was not sanctioned at the time of topping up then this MSG applies to the user:

"In order to process your request, please use this coupon in [region]."

من أجل إكمال طلبك، يرجى إستخدام بطاقة التعبئة في (منطقة جغرافية)

b. If the country of the vendor was sanctioned at the time of topping up then this MSG applies:

“This coupon is not valid to be used since it was bought from a vendor subject to profile country restrictions “

"بطاقة التعبئة غير صالحة بسبب شرائها من بائع خاضع لقيود مفروضة على بلده"

2. In case that the topping region is the same as the vendor region:

If the country of the vendor was sanctioned at the time of topping up then this MSG applies:

   “This coupon is not valid to be used since it was bought from a vendor subject to profile country restrictions”

"بطاقة التعبئة غير صالحة بسبب شرائها من بائع خاضع لقيود مفروضة على بلده"

**Physical refill coupon:**

For the physical refill coupon, the current behavior doesn’t check on the vendor POS country whether it is sanctioned or not if the vendor has multiple POSes in multiple countries in the same region

A. If the physical coupons are from vendors having only 1 region then:

     If the region of the vendor doesn’t match the country profile region of the user then:

        The MSG that should be to the user:

      “In order to process your request, please use this coupon in [region]."

" من أجل إكمال طلبك، يرجى إستخدام بطاقة التعبئة من( منطقة جغرافية)"

B. If the physical coupons are from vendors having POSes in 2 regions or more then the user will not be able to do a top-up using the coupon anywhere in the globe and his coupon will be useless to him/her at this point.

This case will not be applicable currently as being discussed but just in case you need it we can have it like the follows”

 MSG to the user:

  "You can’t use this coupon. Please contact support”

"لا يمكنك استخدام بطاقة التعبئة. يرجى الاتصال بالدعم."

**Direct top up / UAE exchange**

1. In case that the user country profile region is not the same as the vendor region

A. if the profile country of the vendor was not sanctioned at the time of topping up then this MSG applies to the Vendor:

“You can’t top up to a user account who’s from a region different than yours.”

لا يمكنك إضافة رصيد لمستخدم من منطقة جغرافية مختلفة عن منطقتك"

b. If the country of the vendor was sanctioned at the time of topping up then this MSG applies:

This is for **phase 2 as** per my understanding then we need to revisit this later but Firas confirmed again that it is for phase 1 then the MSG will be:

“You can’t perform top ups due to your profile region restrictions”

"لا يمكنك إجراء عمليات إضافة رصيد نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك."

2. In case that the user topping region is the same as the vendor region and the user is sanctioned

If the country of the vendor was sanctioned also at the time of topping up then

    “You can’t perform top ups due to your profile region restrictions”

"لا يمكنك إجراء عمليات إضافة رصيد نظرا للقيود المفروضة على المنطقة الجغرافية الخاصة بحسابك"

Notes:

[Region\ المنطقة الجغرافية] *is a variable parameter showing respectively the region of the vendor country.*

[Supportالدعم\] is linkable to our support page:

AR: https://www.cashu.com/site/ar/supportpage

EN: https://www.cashu.com/site/en/supportpage