

IBWT PROCESSES

Action Taken	Customer Action	IBWT Action Taken	Notes
Customer registers	Customer enters username, name and email.	Automatic - No IBWT intervention.	
Verifying email	Customer checks their email account and clicks the provided link, or manually enters the code at the provided IBWT URL address.	Automatic - No IBWT intervention.	
Depositing Bitcoins/Litecoins.	Customer uses 'Funding' via their dashboard .	Automatic - No IBWT intervention.	
Withdrawing Bitcoins/Litecoins.	Customer uses 'Funding' via their dashboard .	Automatic - No IBWT intervention.	
Placing buy order.	Customer uses Trade Window of their choice of denomination and places buy order.	Automatic - No IBWT intervention.	Customers Order appears in the Pending Order book.
Placing sell order.	Customer uses Trade Window of their choice of denomination and places sell order.	Automatic - No IBWT intervention.	Customers Order appears in the Pending Order book.
Placing current buy/sell order.	Customer uses Trade Window and places order at the current (top in either window) buy or sell order book.	Automatic - No IBWT intervention.	Customers Order appears in the Completed Orders book.
Verifying bank details.	Customer inputs information to link their personal bank account.	Verifies the information provided.	(CURRENTLY NOT REQUIRED)
Verifying photo ID.	Customer uploads scanned government photo ID.	Verifies the information provided.	ONLY REQUIRED FOR HIGHER TIER
Verifying proof of address.	Customer uploads scanned proof of address (any bill or official letter).	Verifies the information provided.	ONLY REQUIRED FOR WITHDRAWALS
Depositing fiat – Step 1a.	Customer uses 'Funding' (link) to notify IBWT of an incoming deposit.	Automatic - No IBWT intervention.	
Depositing fiat – Step 2a.	Customer sends funds as per – funding page.	Verifies the received funds with Step 1a.	The amount gets credited to the customer account.
Withdrawing fiat – Step 1b.	Customer requests funds as per their funding page.	Verifies the request and Royal Mail fees.	Customer is notified of action taken (and reason why if declined).
Withdrawing fiat – Step 2b.	None.	Sends fiat.	Can take 1-3 days, depending on time and Royal Mail.

Note: You may need to be logged in to follow some of the links.