

What will you do with my data?

- We use bank-grade security to protect your business data, with all sensitive information stored using AES-256 encryption and transmitted over secure SSL connections.

Will you show my number and email address to customers?

- No, we do not show these details to your customers.
- We send email receipts to both you and your customers after each transaction, confirming transaction details including the amount and fees.
- Here we include your business name, and business address. We do not include any personal details.

What if my business has multiple locations - which address do I fill in?

- If your business has multiple locations, you will need to apply for a separate Tab account for each location. We will then be able to verify that we can work with your business in that location (as we do not work in certain regions), and that the correct address appears on your receipt.

If I advertise my prices in a certain currency, will you send my payout in that currency?

- Your pricing currency (what you advertise) and payout currency can be different. If your bank account is in a different currency than your Tab account, we'll convert the payment at the current exchange rate on the payout day with no extra fees.

Why do you need my average revenue per month?

- This is for our records, so that we can support your business effectively depending on its size. We support businesses of all sizes, all over the world!

Can you send my payout to a financial technology company like wise, payoneer, PayPal?

- We can send to most banks anywhere in the world with a registered banking license.
- We cannot send to financial technology companies such as Wise, Payoneer, Paypal etc.

Can you send payouts to personal bank accounts too?

- Yes, we can send payouts to both personal and business bank accounts, but the account must be in the name of the business or business owner. If you have a business bank account, please submit those details, as we will be able to approve your account more easily.

Is the currency of my bank account the currency you will send my payout to me in?

- Yes, we send your payouts in the currency of your bank account.
- If your bank account is in a different currency than your Tab account, we'll convert the payment at the current exchange rate on the payout day with no extra fees. Most people receive the exact payment amount we send since the payout matches their bank account currency.

Is the account holder address my personal address or the business address?

- It's the address that appears on the bank statement you have provided. Therefore, if you have provided details for a business bank account, the address you need to provide is likely a

business address. If you have provided details for a personal bank account, the address you need to provide is likely a personal address.

- What is a valid ID?
- Valid ID includes a passport or national ID card.

What is a proof of ownership?

- It is a legal document that connects the business owner you have provided to the business. This proves to us that the business is owned by this person.

What is a business registration?

- This is a legal document issued by a government authority that confirms a company's legal existence. It serves as proof that the company has been officially registered and is authorised to conduct business.

What is a bank account statement?

- This should be a recent statement from your bank. The purpose of this is for us to see key bank account details (e.g. sort code, bank name) so that we can send your payouts to you on time.

The page is stuck / I'm having technical issues

- We are very sorry to hear you are having technical issues. Please email hello@tab.travel, and explain the issue you are seeing, and provide any screenshots. We will get back to you as soon as possible to ensure you can submit your application.

After I submit my application, what support will I get to set up an account?

- After you submit your application, our team will validate the details you've provided and contact you to finalize opening your account.
- After your account has been approved, you can book an activation call with us

Can I come back and finish this application later?

- Yes, your application has been saved, and you can come back and complete it anytime using your email address and password.

How long will it take to review my application?

- We review most applications within a few days of them being submitted. However, sometimes it can take us longer than this, so please be patient with us!

When can I start using my account?

- After you submit your application, our team will validate the details you've provided and contact you to finalize opening your account.
- After your account has been approved, you can book an activation call with us where we will explain how to use your account.
- After this, you will be able to use your account and start taking payments!

When can I accept bookings on my website?

- After you submit your application, our team will validate the details you've provided and contact you to finalize opening your account.
- After your account has been approved, you can book an activation call with us where we will explain how to use your payments account.
- We can also offer support to help you set up your widget to take payments through your website.
- After this call, you will be able to set up your account and take payments on your website through Checkout Flow.