



## **What is VLINKPAY?**

VLINKPAY is a super app that integrates e-gift card services, e-vouchers, and cashback programs. It utilizes AI and blockchain technology to provide a seamless and efficient shopping experience for both businesses and customers.

## **How does VLINKPAY work?**

VLINKPAY allows users to easily link payment methods, shop online, and participate in promotions and cashback programs.

## **What are the main features of VLINKPAY?**

The main features include purchasing e-gift cards and e-vouchers, participating in cashback programs, managing personal and business accounts, and integrating with electronic payment methods.

## **Is VLINKPAY an e-wallet?**

VLINKPAY also functions as an e-wallet, allowing you to store money and conduct online transactions.

## **Who can use VLINKPAY?**

VLINKPAY is available to all users aged 18 and above residing in the United States or its territories and to legally registered businesses.

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## **Account Management**

6. How do I create a VLINKPAY account?

To create a VLINKPAY account, download the app from the App Store or Google Play or visit the website and follow the registration instructions.

7. How do I reset my VLINKPAY password?

You can reset your password by clicking the "Forgot Password" link on the login page and following the instructions to receive a password reset email.

8. How do I update my account information?

You can update your account information by logging into your VLINKPAY account, going to the "Profile" section, and editing the necessary details.

9. How do I link or unlink payment methods to my VLINKPAY account?

You can link or unlink payment methods by going to the "Account Management" section and adding or removing the linked methods.

10. How do I close my VLINKPAY account?

You can close your account by selecting "Account Settings" and selecting "Close Account." Make sure to withdraw any remaining balance before closing the account.

11. What should I do if my account is restricted or under review?

If your account is restricted, you will receive a notification from VLINKPAY with specific instructions. Follow the requirements and provide the necessary information to unlock your account.

12. How do I manage multiple currencies in my VLINKPAY account?  
VLINKPAY allows you to hold balances in multiple currencies and switch between them as needed.
13. How do I withdraw money from my VLINKPAY account?  
You can withdraw money from your VLINKPAY account to your linked bank account or debit card. Withdrawal fees may apply depending on the method chosen.
14. What should I do to protect my account from fraud?  
Use a strong password, enable two-factor authentication, and regularly check your account activity to protect your account from fraud.
15. How do I manage notifications from VLINKPAY?  
You can manage notifications by going to the "Settings" section and selecting your preferred notification options.
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## **Using VLINKPAY**

16. How do I purchase an e-gift card or e-voucher?  
Log in to your VLINKPAY account, navigate to the "Store" section, select the desired product, and follow the instructions to complete the purchase.
17. How do I redeem an e-gift card or e-voucher?  
To redeem, visit the provider's store or website and enter the gift card code at checkout.

18. What is the VLINKPAY cashback program?

The cashback program allows you to receive a portion of your money back when you shop through VLINKPAY with partner merchants. You will earn VMM tokens when you participate in this program.

19. How do I earn cashback?

You can earn cashback by shopping with partner merchants, participating in promotions, and writing reviews of products or services.

20. How do I use VLINKPAY for online shopping transactions?

When checking out online, select VLINKPAY as your payment method, log in to your account, and confirm the transaction.

21. How do I send money to friends or family using VLINKPAY?

You can send money using the "Send Money" feature in the VLINKPAY app. Enter the recipient's email or phone number, select the amount, and confirm the payment method.

22. Can I use VLINKPAY for in-store transactions?

Yes, VLINKPAY allows in-store payments via QR codes or at VLINKPAY-accepting merchants.

23. How do I use rewards points from VLINKPAY?

Rewards points can be used to purchase e-gift cards and e-vouchers or to get discounts when shopping with partner merchants.

24. Can I store membership card information in VLINKPAY?  
Yes, you can store your membership card information in the VLINKPAY app for easy access during shopping.
25. How do I track my transaction history on VLINKPAY?  
You can check your transaction history by going to your account's "Transaction History" section.
26. Can I request a refund if I am dissatisfied with a product?  
Refund policies depend on the terms set by individual merchants. You should contact customer support if you have any issues with a transaction.
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## **Business Partners**

27. How can my business join VLINKPAY?  
To join, your business needs to register for a business account on the VLINKPAY website or app and complete the verification process.
28. How do I manage my business account on VLINKPAY?  
You can manage your business account by logging into the dashboard to track transactions, manage e-gift cards, and access analytics reports.
29. How do I integrate VLINKPAY into my business operations?

You can integrate VLINKPAY into your system using the APIs and plugins provided by VLINKPAY, which support e-commerce platforms like Shopify, WooCommerce, and Magento.

30. How do I create a gift card and voucher campaign on VLINKPAY?

You can create a campaign by designing and customizing gift cards and vouchers on the VLINKPAY platform, then launch and monitor the campaign's performance through VLINKPAY's analytics tools.

31. How do I receive payments from selling e-gift cards?

Payments from e-gift card sales are processed when customers use the cards. The funds will be transferred to your bank account within 24 business hours after reaching the minimum threshold of \$200.

32. How do I track the performance of a gift card and voucher campaign?

You can track campaign performance using VLINKPAY's analytics tools, which provide data on sales, customer feedback, and redemption rates.

33. How do I integrate the gift card solution into my business system?

VLINKPAY offers flexible integration tools that easily connect with your current system through APIs and plugins. Support is available for platforms like Shopify, WooCommerce, and Magento.

34. What support does VLINKPAY provide to business partners?  
VLINKPAY offers comprehensive support, including technical assistance for integration, marketing support, and dedicated account management to ensure partner success.
35. How do I join the VLINKPAY Partner Program?  
You can join the VLINKPAY Partner Program by completing the registration form on our website and submitting the required documents. Our team will review and confirm your application.
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## **Security and Privacy**

36. How does VLINKPAY ensure the security of my information?  
VLINKPAY uses advanced encryption technologies and adheres to industry-standard security protocols to protect your personal and financial information. We also regularly update our security measures to address new threats.
37. What should I do if I detect fraudulent activity on my account?  
If you suspect fraudulent activity, contact VLINKPAY customer support immediately so we can investigate and take necessary actions.
38. Is my information shared with third parties?  
VLINKPAY is committed to protecting your privacy and only shares information with third parties when necessary to

provide services or comply with the law. Details on information sharing can be found in our privacy policy.

39. How do I manage privacy and security settings on my account?  
You can manage privacy and security by configuring the security settings in your VLINKPAY account, including enabling two-factor authentication and managing linked payment methods.

40. Are VPOINT and VMM Tokens secure?  
Transactions involving VPOINT and VMM Tokens are secured by blockchain technology, ensuring transparency, safety, and tamper-proof operations.

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## **Support and Contact**

41. How do I contact VLINKPAY customer support?  
You can contact VLINKPAY customer support through the VLINKPAY app, by email at [support@vlinkpay.com](mailto:support@vlinkpay.com), or by phone at (832) 799-2784.

42. Where can I find more information or updates about VLINKPAY?  
You can follow our social media channels or visit the "News" section on the VLINKPAY website for the latest updates.

43. Does VLINKPAY offer online support?



Yes, VLINKPAY provides online support through live chat in the app and website, allowing you to resolve issues quickly.

44. How do I get help with technical issues on VLINKPAY?

You can contact our technical support team via email or phone or search for solutions in the Help section.

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## **Troubleshooting**

45. I'm having trouble logging in. What should I do?

First, ensure you are using the correct email and password. If the issue persists, try resetting your password or contact our support team for assistance.

46. Why am I not receiving my cashback rewards?

Cashback rewards can take up to 14 days to appear in your account. If you still do not see your rewards after this period, please get in touch with customer support with details of your transaction.

47. How do I recover from a failed transaction?

If you encounter a failed transaction, contact VLINKPAY customer support with the transaction details so we can investigate and resolve the issue.

48. What should I do if I experience issues with an e-gift card purchase?

If you have problems with an e-gift card, please get in touch with VLINKPAY support or the merchant to get assistance.

49. Why am I not receiving a confirmation email when registering my account?

Check your spam or junk folder. If you still cannot find the email, contact our support team for further assistance.

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