

STYLOPAY: FREQUENTLY ASKED QUESTIONS

The purpose of this document is to provide answers to questions frequently asked by Stylopay Co-branders.

Frequently Asked Questions

General

1. What are the services StyloPay Offers?

Ans: StyloPay offers eWallet, Card and IBAN solutions to co-branders clients as a whitelabel solution where co-branders can customize and Brand their solution with their Name and Logo.

2. How do I get onboarded with StyloPay Services?

Ans: You need to contact our sales team at +44 (0)2032903917 / +91 33 6604 4795 or you can write an email to info@stylopay.com

3. What fees do you charge?

Ans. The applicable Charges/Fees charges depend on the program(s) opted for and are available from our sales team on request

4. What is StyloPay whitelable solution?

Ans. StyloPay solution can be described as a one-stop solution for all the Payment services. Stylopay has integrated multiple issuers for card, ewallet and IBAN, it also has KYC, Transaction Monitoring and other 3rd party services integrated at one place. These services can be accessed through our whitelabeled Full-Stack API services.

5. Is my money safe with StyloPay Account?

Ans. Yes, your money is safe as it is held by the eMoney licensor specific to the program chosen, who are regulated entities. For more details on your Program's eMoney Licensor kindly contact us at +44 (0)2032903917 / +91 33 6604 4795 or you can write an email to info@stylopay.com

6. Is StyloPay Program regulated?

Ans. Yes. The programs are regulated under respective eMoney/Card/IBAN license from our Issuer.

7. What about my information? Is that safe?

Ans. All information is safe and secure. We are a GDPR complaint Institution.

8. How long will my data be stored for?

Ans. 6 years (as per GDPR) or as mandated by local regulations.

9. What personal data do I need to submit?

Ans. The list of KYB documents will be shared by our sales team directly. The requirements may vary from Issuer to Issuer.

10.Can I request to erase data?

Ans. As per GDPR norms, transactions need to be stored for a minimum of 6 years. So, if a transaction(s) is done, the data can be erased only after the period mandated by local regulations. Data can be erased if no transactions are done.

11.How can customer services be contacted?

Ans. Customer service may be contacted by calling on the given contact number (+44 808 164 9958) or via email to customersupport@stylopay.com (The contact details will change to Syrow, post March 2020).

12.How do I complain?

Ans. If there is any complain related to our services, you can share your queries & complaints on (+44 808 164 9958) or write an email to customersupport@stylopay.com

Verifying identity

13.Why do I need to verify my identity?

Ans. It is part of standard Client onboarding. A complete due diligence is required before our clients can use our services.

14.How do I verify my identity?

Ans. You can verify your Identity initially by completing the registration on the web dashboard (link provided by our KYC/compliance team). Secondly you need to submit all the mandatory KYB documents as mentioned on the registration dashboard.

15.What countries are supported?

Ans. We support Global Issuance. (As we are integrated with multiple Issuers)

16.What is the age limit?

Ans. An Individual must be 18 years or more to get a eWallet/ prepaid card

17.I'm unable to verify my identity, what can I do?

Ans. You can email to the Project Manager assigned to you, he will then coordinate with the respective team and help you complete your verification.

18.How do I upload documents?

*Ans. You can upload your document on your Business dashboard's "**Upload KYC**" section.*

User Account

19. How do I update my details?

Ans. You must login to your account, then in the dashboard page you need to update your details.

20. Why I can't login to my eWallet account.

Ans. If you are not able to login to your eWallet account post taking help of this FAQ document, please connect to our customer support team via email: customersupport@stylopay.com or by calling on Customer support Number: +44 808 164 9958 (The contact details will change to Syrow, post March2020).

21. How can I get a statement?

Ans. You can get a statement by clicking on the 'Activity' tab present in the dashboard where you can get the details regarding your transactions by putting a Date range.

22. Can I get a joint account?

Ans. No

23. How can I terminate my eWallet account?

Ans. You need to request for Account termination via email to customersupport@stylopay.com

24. Is there a fee to terminate my account?

Ans. Yes, please refer to the Fee-Table above for more details.

Top up

By bank transfer

25. Transferring money to my account

Ans. Corporate can fund their account by Bank-wire.

26. Can I send salaries and other bank transfers to my employees account?

Ans. Yes, you can send salaries in your employees eWallet Account registered under your corporate account (Pay-roll Program). Direct Bank wire transfers may or may not be available to your solution depending upon the services you have picked.

If IBAN Services are included in your solution you will be able to send funds/salary directly through Bank-wire to your employees.

27. Will I be charged for loading funds by bank transfer?

Ans. Yes, Applicable fees will be charged as mentioned in the Fee-Table.

28. When will the money reach my StyloPay eWallet account?

Ans. Within 24 hours of a successful transaction.

29. Are there any top-up limits?

Ans. Yes. The top up limit for eWallet Account is

For Corporate e-wallet:			
Daily spend	max	70,000	EUR
Monthly spend	max	500,000	EUR
Yearly spend	max	30,00,000	EUR
Daily Load Limit	-	100,000	EUR

30. Balance hasn't been updated following a bank transfer

Ans. Bank Transfer may take 24 to 72 hrs. depending upon the Geography. If you have not received your transfer post the aforesaid duration you should contact support via email or by call to investigate the issue.

They can also raise a ticket from their Admin Dashboard.

31. Why was I charged a fee for my top-up?

Ans. There is a Top-Up Fees involved for every Load Transaction. The applicable fees are already mentioned in the Fee-Table mentioned in FAQ 2.

Topping up by eWallet

32. What eWallet and currencies are supported?

Ans. Only currencies supported are EUR and GBP.

33. Are there any top-up limits?

Ans. Yes. (The Corporate can have a maximum balance of 2X(Monthly spend Limits), thus any attempt to exceed the allowed max balance will lead to transaction failure.)

34. Why has my top-up failed?

Ans. Top up may fail due to many reasons like giving incorrect account details, Insufficient funds or exceeding daily limit or exceeding the Maximum allowed Balance.

Please check your account balance and try again. If you still face a similar issue please connect to our customer support at customersupport@stylopay.com or on Customer support Number: +44 808 164 9958 (The contact details will change to Syrow, post March2020).

35. Why is my top-up still pending?

Ans. Pending top up has many reasons some of which are Mobile number not registered, poor network connection, balance exceeding the maximum allowed limit etc.

In any of these cases please contact customer support or email to customersupport@stylopay.com.

36. Why has my top-up been reverted?

Ans. The main reason for top up been reverted is transaction failure. Please contact customer support in this regard for assistance.

37. Is spend at any merchants restricted?

Ans. Yes, Gaming-Gambling and Adult entertainment are restricted for use.

For more details on this you can contact customer support.

38. What are the usage limits?

Ans. Usage limits are termed as the maximum amount up to which users can spend using the card.

For Corporate e-wallet:			
Daily spend	max	70,000	EUR
Monthly spend	max	500,000	EUR
Yearly spend	max	30,00,000	EUR
Daily Load Limit		100,000	EUR

eWallet Payments

39. What currencies are supported for spending

Ans. GBP, EUR

40. Which currency balance will be deducted for spending?

Ans. While spending from eWallet, the base currency of the eWallet will be deducted. The eWallet currency is selected while you apply on the User-Dashboard – “Add eWallet “section.

41. Why has my eWallet payment been declined?

Ans. There are many reasons for decline of your eWallet payment, mostly due to insufficient funds, poor network connection or due Limits (Loading/Transaction) exceeded.

For more information please connect to our customer support team on +44 808 164 9958 or via email to customersupport@stylopay.com. (The contact details will change to Syrow, post March2020).

42. What is the exchange rate used for my payment?

Ans. Exchange rates are not fixed and keep changing on a day to day basis. We use the rates based on open exchange charges.

43. What rates do you use?

Ans. Open Exchange rates.

44. Why has my eWallet payment been reverted?

Ans. The main reasons for top up been reverted are poor network connection or failed 3d secure authentication.

Please contact customer support in this regard for assistance. on +44 808 164 9958 or via email to customersupport@stylopay.com. (The contact details will change to Syrow, post March2020).

45. I don't recognize an eWallet payment

Ans. If the aforesaid condition arises, then you must contact customer support for assistance or you can write to customersupport@stylopay.com (The contact details will change to Syrow, post March2020).

46. I've been charged more than once for the same transaction

Ans. You must report this incident to us via given customer support number as well as on the mentioned email id as soon as you become aware of such incident. Our customer support team will assign a ticket to the concern team and resolve it as soon as practicable.

47. Why was I charged a fee for my payment?

Ans. There is a Top-Up Fees involved for every Load Transaction. The applicable fees are already mentioned in the cardholder terms and conditions.

eWallet Refunds

48. How can I get a refund for something I purchased?

Ans. You need to contact the merchant with whom you have made the purchase, StyloPay won't be able to help you with this.

49. Refund is not showing up in my statement

Ans. If the refund is not reflecting, then you need to raise a request through email to: customersupport@stylopay.com.

50. What are the usage limits?

Ans. Usage limits are termed as the maximum amount up to which user can spend using the eWallet account.

For Corporate e-wallet:			
Daily spend	max	70,000	EUR
Monthly spend	max	500,000	EUR
Yearly spend	max	30,00,000	EUR
Daily Load Limit		100,000	EUR

eWallet Load

51. Recipient has not received the refund.

Ans. If the transaction has failed your refund will be reflected in your account within 3 working days. If the fund is not reflected in the eWallet or in your source card-account, please contact the customer support with the transaction details.

52. How can I cancel a transfer?

Ans. Once the transaction is approved, it cannot be canceled.

53. Why has my transfer been declined?

*Ans. A transfer may be declined due to: Network error, or
: Insufficient Fund, or
: Exceeding transaction Limits.*

54. Why is my transfer still pending?

Ans. This situation may arise if the transaction confirmation has been pending at any of the issuer or processor's end due to network error. In such case, the settlement will automatically happen in 24 hrs.

If the "Pending" status does not change after 24 hrs., You can raise this issue to the customer support team via email or telephone. They will help you with the resolution.

55. I don't recognize a Direct Debit payment

Ans. If you do not recognize a Direct Debit payment, please contact the customer support by call or via email from your registered mobile/email to raise a ticket to get the issue resolved at the earliest. Customer Support details are mentioned in FAQ 11.

eWallet issues

56. My eWallet account has not yet activated. How long will it take for it to get activated?

Ans. Post your KYB is approved it may take 24 hrs. to get a corporate account to get activated.

57. How do I activate my eWallet account?

Ans. If the KYC is approved, your eWallet account will automatically be activated within 24 hrs.

58. My eWallet account is not working

Ans. If eWallet account is not working, then you need to raise a complaint through customer support.

59. Can I freeze my eWallet account?

Ans. Yes, you can freeze your eWallet account by contacting customer support.

60. My eWallet account has been deactivated

Ans. In case of inactivity in the account for 3 months your account will be blocked, you may contact customer support to activate it at any time between 3 months and 6 months.

In case your account is inactive for 6 months your account will become dormant. Applicable fees will be charged to activate a dormant account.

You need to contact customer support by dropping a mail at customersupport@stylopay.com to activate your account. (The contact details for customer support will change to Syrow, post March2020).

61. My eWallet account has been compromised

*Ans. If you think your eWallet account's credentials have been compromised, you can visit our website/app and reset your password by clicking on "**Forgot Password**" link. Anyways no one can access your eWallet account if they have only your Account Password, as an OTP is sent to your registered Mobile No. every time you log in to your account, which needs to be submitted to get to your dashboard-homepage.*

In any case you require to contact the customer support you can follow the details mentioned in FAQ11.

62. My eWallet account is due to expire.

Ans. eWallet Accounts do not expire.

Loading from Crypto Source:

63. What are the Crypto currencies supported?

Ans. Currently we support only BTC. We will be integrating major Crypto currencies in upcoming days.

64. Can I hold Crypto currency with a StyloPay wallet?

Ans. No, Stylopay wallet does not hold any Crypto currency.

65. How do I load my wallet from Crypto currency?

Ans. You need to send the BTC to the address prompted by the dashboard. Fiat will be deposited to your account within 24 hours

66. Is there any Loading limit, while loading from Crypto?

Ans. Loading limits for BTC are same as Fiat

67. How much delay is expected to complete a crypto transaction?

Ans. Fiat will be deposited to your account within 24 hours