

# Greengage



## Greengage E-money FAQs

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Answers to frequently asked questions regarding Greengage's e-money accounts.



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## 1. New to Greengage

| No. | Question                                                                | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | What types of account do you offer?                                     | We offer a range of e-money currency accounts (some of which come with debit cards). Please contact us for more information.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2   | What fiat currencies do you offer?                                      | Initially Greengage offered GBP and EUR accounts, and has since added USD and several others. We may add additional currencies subject to client demand.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3   | Who can open a Greengage account?                                       | Applicants need to be 18 years of age or older and meet our eligibility criteria. Our accounts are designed for entrepreneurs, small to medium sized enterprises ("SME"), family offices and digital asset firms.                                                                                                                                                                                                                                                                                                                                                             |
| 4   | Is my money safe with Greengage?                                        | Yes. We ensure the utmost security of your funds with rigorous protective measures in place. We will never request sensitive information such as your Card Verification Value (CVV) or One-Time PIN (OTP). Should you receive any suspicious calls, kindly report them to us promptly at +44 (0)208 6104444 or via email at <a href="mailto:help@greengage.co">help@greengage.co</a> and one of our dedicated advisors will be able to support you. Alternatively, you may reach out to your Relationship Manager directly.                                                   |
| 5   | How do I open an account?                                               | You may apply to open an account with us by completing and submitting an account application form and following the relevant steps detailed on our app or <a href="#">website</a> .                                                                                                                                                                                                                                                                                                                                                                                           |
| 6   | What forms of ID will I need to open an e-money account with Greengage? | We will be able to verify your identity from a valid photo passport, driving licence or national ID card.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7   | Is Greengage a bank?                                                    | Greengage is not a bank. Greengage is a digital finance pioneer, that provides a platform of relationship-based e-money account services to entrepreneurs, SMEs, family offices, and digital asset firms to the highest ethical, secure and compliance standards. Alongside our account services, we provide clients access to a B2B lending platform offering digital sources of money.<br>*Greengage is not directly regulated and delivers any regulated services it may offer through regulated partners. For more information please visit our <a href="#">website</a> . |
| 8   | How does an e-money account differ from a traditional bank account?     | One of the key distinctions between Greengage, which facilitates e-money accounts, and a traditional bank is that a bank is authorised to lend money, whereas e-money providers are prohibited from lending. Specifically banks use customer deposits to lend out money and generate profits, whereas an e-money service provider, such as Greengage, holds 100% of client funds at all times, abstaining from lending customer funds or providing interest on balances.                                                                                                      |



## 2. Account Features and Services

| No. | Question                                              | Answer                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9   | How can I access the online account services?         | We offer a range of e-money currency accounts (some of which come with debit cards). Please contact us for more information.                                                                                                                                                                                                                                                                    |
| 10  | Do these accounts accept funds in digital currencies? | Not currently, we may look to add this feature in future subject to client demand.                                                                                                                                                                                                                                                                                                              |
| 11  | Is there a maximum or minimum account balance?        | Our e-money accounts do not have a maximum balance limit but your minimum account balance must not go below £1000 (or the currency equivalent) for a period of 30 days or more.                                                                                                                                                                                                                 |
| 12  | Do you pay interest?                                  | No. All e-money accounts cannot pay interest in line with other e-money providers.                                                                                                                                                                                                                                                                                                              |
| 13  | Do you offer any lending services?                    | We provide introductions to our selected providers who offer lending services where this meets an identified client need. As an e-money business we do not offer lending services directly ourselves.                                                                                                                                                                                           |
| 14  | Do you offer overdraft services?                      | No. Overdrafts are not available with e-money accounts in line with other e-money providers.                                                                                                                                                                                                                                                                                                    |
| 15  | Do you offer branch or counter services?              | We are a digital business and do not offer branch or counter services in line with other e-money providers. However, you do have full control over your account via the online portal and mobile app. You can always contact your Relationship Manager should you require additional support and are welcomed to visit us at our London office upon appointment with your Relationship Manager. |
| 16  | Do you offer cheques & bankers drafts?                | We do not offer cheques or any other forms of paper clearing in line with other e-money providers.                                                                                                                                                                                                                                                                                              |
| 17  | Can I deposit cash into the account?                  | We do not accept cash transactions in line with other e-money providers, however, we do accept electronic transfers into your account.                                                                                                                                                                                                                                                          |
| 18  | What payment services will I have access to?          | We can offer access to faster payments, CHAPS, and SEPA payment services. Access to SWIFT payments is dependent on your chosen regulated partner provider.                                                                                                                                                                                                                                      |



| No. | Question                                                                       | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19  | Do you offer Foreign Exchange (FX) services?                                   | Please speak to one of our Relationship Managers for more information on availability of these services.                                                                                                                                                                                                                                                                                                                                               |
| 20  | Are there any upcoming services and features being worked on?                  | We work with industry partners to provide e-money services. We are currently working towards being able to provide the following additional services and features: <ul style="list-style-type: none"> <li>• Apple Pay &amp; Google Pay</li> <li>• Developing a suite of SME apps</li> <li>• Open Banking and Payment Initiation</li> <li>• Confirmation of Payee</li> <li>• Many more feature updates on our mobile app and internet portal</li> </ul> |
| 21  | How do I view my account balance?                                              | Account balances are available via mobile app, online portal, telephone, email, and through contact with your Relationship Manager.                                                                                                                                                                                                                                                                                                                    |
| 22  | Will I be able to request my balance via SMS?                                  | No. We do not offer this service.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 23  | Where can I find my account details (Sort code, account number, IBAN and BIC)? | Your account details are securely stored and are available in the mobile app and the online portal.                                                                                                                                                                                                                                                                                                                                                    |
| 24  | Is there a limit on the number of accounts I can open?                         | The limit on how many accounts you can open is 10.                                                                                                                                                                                                                                                                                                                                                                                                     |



### 3. Payment Services

| No. | Question                             | Answer                                                                                                                                                                                                                                                                                                                                   |
|-----|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 25  | What is a BACS Direct Credit?        | BACS Direct Credit (BACS DC) is an electronic payment method to send and receive payments within the UK, settled in Sterling only. This payment method requires 3 working days to process and settle the funds.                                                                                                                          |
| 26  | What is a Faster Payment (FPS)?      | Faster Payment (FPS) is a popular, modern instant electronic payment channel (in real-time) used to send and receive payments in the UK, settled in Sterling only within a maximum time frame of 2 hours.                                                                                                                                |
| 27  | What is a CHAPS payment?             | CHAPS is an electronic payment channel through the Clearing House Automated Payment System used to send and receive funds within the UK, settled in Sterling only. This payment method is normally used to send and receive high value and same day payments (subject to cut off times).                                                 |
| 28  | What is Confirmation of Payee (CoP)? | Confirmation of Payee (CoP) looks to validate that the beneficiary details are matched against the live records held at the recipient financial institution when sending a payment. This essentially aims to reduce the chances of your payment being mis-directed when sending a payment to Greengage. CoP operates within the UK only. |
| 29  | What is SEPA?                        | SEPA (Single Euro Payments Area) is a pan-European network that allows you to send and receive payments in euros (€) between two cross-border accounts in the eurozone. With SEPA, sending money within the eurozone is as easy as making your usual domestic transfers.                                                                 |
| 30  | What is SWIFT?                       | SWIFT is a global messaging network used by banks and financial institutions to securely and quickly exchange information for financial transactions.                                                                                                                                                                                    |



|    |                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 31 | Are there any money transfer / wire payment limits? | <p>Virtually there are no payment limits for money transfer / wire, however, the following often apply:</p> <p>Faster Payments (FPS): Generally these payments are instant however can take up to 2 hours to process noting the Faster Payments cannot be cancelled once sent.</p> <p>Clearing House Automated Payment System (CHAPS): Generally used for high value payments (over £1,000,000) within the same day and can cost between £15-£30. Alternatively, the transaction can be broken into multiple FPS payments.</p> <p>Single Euro Payments Area (SEPA): is used for Euro transactions for EU Member States along with the UK, Norway, Iceland and Switzerland. Both kinds of SEPA payments can be recalled within 10 days since the payment was made if the beneficiary agrees.</p> <p>SEPA Credit Transfer (SCT): SCTs can take 1 working day to process and have a transaction limit of €999,999,999.9, these are used for non SEPA Instant CT payments over €100,000. SEPA Instant Credit Transfer (SCT Inst): These take less than 10 seconds to process and have no cut-off time and are available 24/7 365 days a year, they have a transaction limit of €100,000.</p> <p>SWIFT payment with pre-funded currency already in the account, the cut of time is 4pm. However, for SWIFT payments that require an FX the cut of time is 1pm.</p> |
| 32 | What do I do if I have sent a payment incorrectly?  | <p>We ask that everyone takes care to ensure that the correct instructions are entered. Please contact Greengage for help, however, as with all Financial Institutions, Faster Payments and SEPA Instant payments cannot be recalled.</p> <p>We would be happy to assist, on a best endeavours basis, in any discussions with other Financial Institutions in an attempt to recover any incorrect payments. Please speak to your Relationship Manager for support however we would encourage you to contact the payee as soon as possible to request the money back.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



## 4. Mobile App/Online Portal

| No. | Question                                                                    | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 33  | Where can I find the mobile app?                                            | Our mobile app is available for download on both Google Play and the Apple App Store – Please search for ‘Greengage   Personal e-money account’ or ‘Greengage   Business e-money account’, as appropriate.                                                                                                                                                                                                                                           |
| 34  | What mobile platforms can I use your Apps on?                               | Currently, we support Android and IOS. We value feedback on other mobile platforms that clients are using to help build these suggestions into our roadmap.                                                                                                                                                                                                                                                                                          |
| 35  | What features does the app have?                                            | <p>Please see below the current available features</p> <ul style="list-style-type: none"> <li>• Manage your account(s)</li> <li>• Make payments (immediate and future dated)</li> <li>• Move funds between accounts</li> <li>• Create, amend and cancel Standing Order (Recurring Payments)</li> <li>• View transactions</li> <li>• Over time we will enhance the features of the app.</li> </ul>                                                    |
| 36  | How would I recover my forgotten login details for my app or online portal? | You can request your login details to be reset via the mobile app and online portal.                                                                                                                                                                                                                                                                                                                                                                 |
| 37  | How do I activate access to online services or my mobile App?               | <p>Once your account is open you will receive an email inviting you to register for our online service. You will only be able to register through a unique link contained within that email.</p> <p>Once you have registered for online servicing you can then download our app by searching for ‘Greengage   Personal e-money account’ or ‘Greengage   Business e-money account’, as appropriate from the Apple App Store or Google Play Store.</p> |
| 38  | How do I retrieve my username or reset my password?                         | <p>If you have lost your username please contact your Relationship Manager.</p> <p>If you have lost your password, you can request password recovery on the login screen or contact your Relationship Manager for assistance.</p>                                                                                                                                                                                                                    |





## 5. Account Security and Fraud/Personal Data

| No. | Question                                                               | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 39  | What personal information do you collect and how do you use this data? | We have a Privacy Policy and Terms and Conditions which can be found <a href="#">here</a> . We only use your personal information in accordance with the UK General Data Protection Regulation which protects the use of personal data.                                                                                                                                                                                                                                                          |
| 40  | Is my account secure?                                                  | We use a combination of best practice industry security measures. These include multi-factor authentication, challenge/response measures and 3DS (3D Secure). We are extremely mindful of the importance of protecting accounts from cyber security risks. We would also encourage you to review our <a href="#">Fraud Prevention Guide</a> that provides useful information on how to keep your account secure from fraud and also review our <a href="#">Cyber Security Essentials Guide</a> . |



## 6. Third Party Services

| No. | Question                                        | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 41  | What third-party services does Greengage offer? | <p>Greengage has a panel of third-party service providers which are offered to our clients. Some of the services that these providers can offer are as follows:</p> <ul style="list-style-type: none"> <li>• Accountancy</li> <li>• FX</li> <li>• SWIFT</li> <li>• Public Relations</li> <li>• Travel Concierge</li> <li>• Mortgages</li> <li>• Lending</li> <li>• Data and Analytics</li> <li>• Insurance</li> <li>• Legal</li> <li>• Coin Forensics</li> <li>• Human Resources</li> </ul> |



## 7. Getting Help

| No. | Question                                                                                               | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 42  | What can I do if I have a problem with my e-money account or it becomes suspended, blocked, or closed? | Please email us at <a href="mailto:help@greengage.co">help@greengage.co</a> or phone us on +44 (0)208 6104444 and one of our advisors will be able to support you, or alternatively, you can contact your Relationship Manager directly.                                                                                                                                                                                                                                                           |
| 43  | How do I close my account?                                                                             | You can close your account by sending us a letter to Painters' Hall, 9 Little Trinity Lane, London, England, EC4V 2AD or you can email us at <a href="mailto:help@greengage.co">help@greengage.co</a> asking us to close your account.                                                                                                                                                                                                                                                             |
| 44  | What are your opening hours?                                                                           | Greengage's standard opening hours are 9am to 5.30pm (UK) Monday to Friday (excluding bank and public holidays in England and Wales).<br>Out-of-hours support is available to assist with the following services: <ul style="list-style-type: none"> <li>• Reporting a Lost/ Stolen device</li> <li>• Reporting Fraud Reporting an issue with a 3D secure transaction</li> </ul>                                                                                                                   |
| 45  | What if I have lost my mobile device?                                                                  | Please notify us immediately. Email us at <a href="mailto:help@greengage.co">help@greengage.co</a> or phone us on +44 (0)208 6104444 so that a member of staff can temporarily freeze your account to prevent unauthorised usage via the mobile app, or alternatively, you can contact your Relationship Manager directly.                                                                                                                                                                         |
| 46  | I cannot log into my online portal or mobile app                                                       | If you have already tried retrieving your passwords and you are still unable to access your account, please email us at <a href="mailto:help@greengage.co">help@greengage.co</a> or phone us on +44 (0)208 6104444 and one of our advisors will be able to support you, or alternatively, you can contact your Relationship Manager directly. Unexpected loss of access to your accounts could be as the result of fraudulent activity so it is important that you contact us as soon as possible. |
| 47  | Where can I find your address?                                                                         | Our office address is 9 Little Trinity Lane, London, England, EC4V 2AD.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 48  | I haven't found the answer to my question, what should I do?                                           | Please email us at <a href="mailto:help@greengage.co">help@greengage.co</a> or phone us on +44 (0)208 6104444 and one of our advisors will be able to support you, or alternatively, you can contact your Relationship Manager directly.                                                                                                                                                                                                                                                           |



*Greengage*



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