



What is Payoneer?

Payoneer is an organization providing financial services that renders online transfer and digital payment services and it extends across borders worldwide.

Payoneer's main goal is to facilitate worldwide financial transactions for freelancers, businesses, and online trading. Customers can open virtual accounts in different currencies, receive and transfer funds worldwide with low commissions. Payoneer actively cooperates with various online marketplaces and platforms such as Upwork, Airbnb, etc., which ensures receiving hassle-free payments from customers. Payoneer is already available on Converse Mobile.

How to register/sign in to Payoneer account via Converse Mobile application?

STEP 1: Log in to the Converse Mobile application homepage, click on "Payoneer", then click on "Create a new account" and select "Payoneer" under Wallets.

STEP 2: Select "Link an existing Payoneer account" or "Create a new account".

STEP 3: If you are a user, you need to fill in your Payoneer username/Email and password, after which you will log in to your Payoneer account.

STEP 4: If you are not a user, click on "Create a new account", after which a window will open where you need to select the country and click the "Sign Up" button.

STEP 5: Fill in the required information.

- 1. Getting started**
- 2. Contact Details**

3. Security Details/ID Details

4. Bank Account Details

STEP 6: Give your consent/allow Converse Bank access to your Payoneer accounts.

STEP 7: A confirmation screen will appear informing you that Converse Bank has access to your Payoneer account, then you will see a screen about submitting the application.

STEP 8: You will receive an email stating that your application has been submitted for approval, and after you will receive a second email informing that your account has been linked to Converse Mobile.

New applications are usually reviewed by Payoneer immediately. However, the review of some applications may take up to three (3) working/business days.

You will receive an email from Payoneer on your application review.

Once approved, you will receive another email confirmation with further details.

In some cases, you may be asked to provide additional details, such as a copy of your ID, bank statement or other documents.

For more information on the types of documents and their verification, follow the link below:

https://payoneer.custhelp.com/app/answers/detail/a_id/34658:

Please be sure to check your email spam, trash and other folders of the email address not to miss updates regarding your application.

I currently have accounts with Payoneer in different currencies. Can I add other currencies?

Only USD and EUR currencies will be available for newly registered Payoneer users. Additional currencies are displayed in the user's Payoneer account upon request.

Visit Payoneer's Help Center page for more information on additional currencies, which are not shown.

I did not receive an email when completing my Payoneer account registration in Converse Mobile application. How can I check the status of my application?

Please be sure to check your email spam, trash and other folders of the email address associated with your account. After submitting your Payoneer application, you can view your account status at any time by logging into your Payoneer account on the mobile application.

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What is the minimum amount to transfer from a Payoneer account to a Converse account?

The minimum transfer amount from a Payoneer account to a Converse account is 5 USD / EUR + transfer commission fee.

What is the maximum transfer limit per transaction from a Payoneer account to a Converse account?

The maximum transfer amount per transaction from a Payoneer account to a Converse account is 5000 USD / EUR.

What is the maximum daily limit for transfer from a Payoneer account to a Converse account?

The maximum daily limit for transfer from a Payoneer account to a Converse account is 5000 USD / EUR, 14 transfers per day.

What is the maximum monthly limit for transfer from a Payoneer account to a Converse account?

The maximum monthly limit for transfer from a Payoneer account to a Converse account is 10,000 USD/€, 40 transfers per month.

What is the fee for transferring from a Payoneer account to a Converse Bank account?

For USD: 3% + 1 USD (or local currency equivalent)

For EUR: 3% + 0.90 EUR (or local currency equivalent)

as set by Payoneer. You can check for updates and changes on Payoneer's official website.

How long does it take to credit amount transferred from a Payoneer account to a Converse account?

Funds transferred from a Payoneer account to a Converse account are credited immediately.

Can I make a transfer from a Converse account to a Payoneer account?

No, currently you cannot transfer funds from a Converse account to a Payoneer account.

Can I cancel the transaction if I have already made a transfer from a Payoneer account to a Converse account?

Since the transfer is processed instantly, you cannot cancel the transaction, except for cases caused by some technical problems.

Where can I view the statement for the transfer from a Payoneer account to a Converse account?

The transaction history is available upon clicking on *History* on a given Payoneer account.

Can I remove my Payoneer account from the Converse Mobile application?

Yes, it is possible to remove the Payoneer account from the Converse Mobile application, but all accounts will be removed at once.

Is Payoneer safe?

Payoneer is considered to be highly secure to use. The company takes numerous measures to ensure the security of financial transactions and the privacy of user data.

To increase the level of security, Payoneer offers the option of multi-factor authentication by requiring an additional code or entering

biometric data when logging into the account. Payoneer is a trustworthy partner of several international banks.

Can I link someone else's Payoneer account to my Converse Mobile application?

No, the user of Converse Mobile application can link only his Payoneer account.