

F.A.Q.

1. What is NS PAY?

UAB NS PAY is a payment operator [licensed by the Bank of Lithuania](#), thanks to which payments are made on the crowdfunding operator platform (further – platform). NS PAY also helps to implement the "Know your customer" program.

NS PAY functionality is integrated into the platform, which means you don't have to separately open an account elsewhere.

When new customers log in to their platform account, they will need to go through the 3 steps required to establish and confirm their identity. After 3 steps, the NS PAY e-wallet will be opened automatically, which you will be able to manage by logging in to your platform account.

2. How is account replenishment (crediting of funds) carried out in the e-wallet?

Funds, when the account top-up is made via online banking or card, are credited to your wallet immediately after the payment is made. The maximum amount allowed for one top-up via e-banking is EUR 15,000, via card – 1000 EUR.

Funds, when the account top-up is made via SEPA transfer, are credited to your e-wallet several times a day.

Preliminary crediting of funds is performed (on work days):

10:00-11:00

12:00-13:00

15:00-16:00

17:00-18:00

Platform will inform you about the crediting of funds by e-mail.

Top-up of NS Pay e-wallet is free of charge. Except for those cases, if e-wallet top-up is made using SWIFT (i.e. not SEPA) payment. See NS Pay fees for more details.

3. Withdrawal from e-wallet

In order to withdraw your funds from the platform's e-wallet to your personal bank account, you must first link them. You can do this by topping up your e-wallet via online banking or card (minimum amount - 50 Eur) or via bank (SEPA) transfer (minimum amount - 1 Eur). Once this is done, your bank account will be automatically displayed next to the "withdraw from e-wallet" section.

It can take 24 hours to 36 hours from the withdrawal of funds from the e-wallet to the crediting of funds to your account in other financial institution. Payments are made only on weekdays.

Fees, applicable to withdraw of funds are indicated in [NS Pay description of fees](#).

4. What happens to the investors' money if NS PAY is declared bankrupt?

When you transfer the money into NS PAY account, an electronic equivalent of cash used for transfers is created (i.e. electronic money are issued). This means that your money are protected by keeping them in a separate account at one of the banks, registered in Lithuania, independent of NS PAY funds. This system guarantees that, in the event of bankruptcy of NS PAY, all funds will immediately be returned.

5. How can I contact NS Pay or submit a complaint?

You can contact NS Pay or submit a [complaint](#) via general email info@nspay.lt.

6. Opening / Closing of Accounts (e-wallets)

a) How to open e-wallet in NS Pay?

NS PAY functionality is integrated into the crowdfunding platform, which means you don't have to separately open an account elsewhere. Registration is carried out on the crowdfunding platform.

b) What to do if the identification process was interrupted / failed?

If identification process has stopped, we recommend to pay attention to whether the following criteria are met:

- Is the room where you take photos of your ID and face well lit;
- Are there any other people near you who would enter the field of the camera;
- Is the identity document you are using for identification (passport, ID card or permanent residency permit) valid at least for 3 months;
- Are you an official representative of a legal entity (when identification is performed by a legal person).
- Try to re-identify using another device or browser.

If you still face any difficulties, please contact us by filling in request form in the platform, by email kyc@nspay.lt or by platform customer support phone.

c) How long does the submitted information verification take?

Verification of submitted identification information usually takes up to 48 hours (on workdays). If you noticed that the verification of the information you provided takes longer, please contact us by customer service contacts.

d) *What should I do if I am a user of the Nordstreet platform, created an account before November 15, 2021, and used Paysera account for making payments?

*As the payment operator changed from Paysera to NS Pay from 11/15/2021, Nordstreet platform users must re-identify in order to use the services in full scope.

For existing customers who have already completed part of the steps, the system can ask you to complete and provide only the missing information. Without identification, existing investments will be serviced, but new investments will not be allowed.

e) What actions need to be done when I am the heir of the funds?

It is necessary to submit a personal identification document and death certificate (or similar document) copy and copies of inheritance documents to customer service contacts or by email kyc@nspay.lt in order to take over free funds in the e-wallet.

f) How to close e-wallet in NS Pay?

You can close the e-wallet by submitting free form request to kyc@nspay.lt.

More about e-wallet closing in [payment service agreement](#).

7. Payment execution / information retrieval

a) What to do if you have topped up your account, but your account is still not displayed in the "withdrawal from e-wallet" section?

Most common reasons, why Your bank account number is not displayed next to the "withdraw from e-wallet" section:

E-wallet was topped from other persons account;

Name and/or surname mismatch (for example: surname change after marriage).

If you still face any difficulties, please contact us by filling in request form in the platform, by email kyc@nspay.lt or by platform customer support phone.

b) How to cancel a payment transaction?

If you wish to cancel an outgoing payment transaction, this can only be done if such transfer has not yet been sent from NS Pay.

You can submit a free-form request to platform customer service contacts or by email kyc@nspay.lt. After receiving the request, we will carry out an individual assessment on the possibility of canceling the payment in order of priority. There is no fee for this procedure.

c) Are there any e-wallet limits?

Investor e-wallets are subject to an annual withdrawal limit in order to protect funds from potential fraud.

The yearly limit for a natural person is EUR 20,000

The yearly limit for a legal entity is EUR 100,000

To change the limit, please submit a free-form request by e-mail kyc@nspay.lt.

d) How can you get an e-wallet statement?

The account statement is available after logging into your personal account on the crowdfunding platform, under the menu section "Account statement".

e) Where can I see the payments initiated by me and/or the platform?

You can see the payments initiated by you and/or the platform by logging into your personal account on the crowdfunding platform, in the menu section "Account statement".

If you need additional information on payment transaction tracking, you can submit a free-form request to platform customer service contacts or by e-mail kyc@nspay.lt. After receiving the request, we will carry out an individual assessment on the possibility of information provision. There is no fee for this procedure.

8. Prevention of money laundering / „Know your customer“

a) How and when is the Customer Questionnaire updated?

By following the requirements established in legal acts, we ask you to periodically update the Customer questionnaire. The frequency of the update depends on various circumstances, e.g. possible risks of money laundering and terrorist financing. When you need to update your profile, you will see a "Update your details" button in your profile.

If you have more incomplete actions, such as an incomplete profile, unfilled risk calculator, etc., you will be asked to perform the requested steps in a row, and then the button for filling out the Know your customer form will be activated.

b) On what legal basis does NS Pay request information about the origin of funds / assets, positions held, etc.?

We ask for such data so that we can better understand the origin of the funds in the client's e-wallet, as well as whether the transactions performed correspond with the income received. This helps us get to know our customers better and makes it easier to ensure the safety of our customers' funds.

Such a duty is established for NS Pay according to the Money Laundering and Terrorist Financing Prevention Law of the Republic of Lithuania and also in the [Payment service provision agreement](#).

c) What documents confirming the origin (source) of funds / assets can be submitted?

Ordinary business activities - annual financial statements for the previous two years.

Personal savings from income - a bank statement proving the salary transferred by the employer and an employment contract; a bank statement proving income if the person is self-employed; other documents that may be required depending on the situation, such as annual declarations.

Sale of assets - a contract of sale and a bank statement proving the proceeds of the sale of assets; other documents that may be required depending on the situation.

Inheritance - documents confirming the acceptance of the inheritance and a bank statement on the amounts received; other documents that may be required depending on the situation.

Loan - a loan agreement and a bank statement confirming the received funds of the loan.

Dividends - the company's annual report confirming the company's profit and a bank statement proving the payment of dividends, or the decision to pay dividends.

Gift - a gift agreement and a bank statement proving the receipt of the gift; other documents that may be required depending on the situation.

Other - please describe another source of funding and attach appropriate supporting documents.

d) I have already submitted information about myself to other state companies - the State Tax Inspectorate, the State Company Register Center, etc. Why can't NS Pay get the information it needs from them?

Legislation obliges NS Pay, as a licensed financial institution, to obtain the necessary information directly from its customers. The information held by the aforementioned institutions can be used as an additional source of data when checking the information provided by You.

e) What is the ultimate beneficial owner?

The ultimate beneficial owner (UBO) in a legal entity is understood as a natural person who, directly or indirectly, with more than 25% of shares, contributions and/or votes in a legal entity, controls it as owner.

A legal entity registered in Lithuania must disclose information about its beneficiaries in the RC JANGIS subsystem.

f) What is PEP (politically exposed person)?

The concept of politically exposed person is specified in legislation, which states that politically exposed person is a natural person, who presently occupy or in the recent 12 months have held an important public position in any state and/or international or foreign state institutions, and his close family members (the spouse, the person with whom partnership has been registered (hereinafter – the cohabitant), parents, brothers, sisters, children, children's spouses and children's cohabitants) or his close associates (a natural person who participates in the same legal entity or an organization not having legal personality, or maintains any other business relationship with the person who presently occupy or have held an important public position; a natural person who has sole beneficial ownership of the legal

entity or an organization not having legal personality which has been set up or is operating for the de facto financial or any other private benefit of the person who presently occupy or have held an important public position).

Information on politically exposed persons is collected as required by the Republic of Lithuania Law on the Prevention of Money Laundering and Terrorist Financing.

g) What to do, if my name or surname has changed?

Please submit a free form application and a new valid identity document copy by email kyc@nspay.lt.

h) I received a message to update my personal document, how can I do it?

Acceptable document options:

- ID card (both sides);
- Passport;
- Permanent residency permit (both sides).

Options to submit new document:

- Send new valid identity document by email kyc@nspay.lt.
- Upload new valid identity document in user platform.

i) What can happen if I do not answer the NS Pay inquiry or provide incorrect information?

Please be informed that in accordance with Article 18 of the Law on the Prevention of Money Laundering and Terrorist Financing of the Republic of Lithuania, refusal to provide the requested information may result in our refusal to perform financial operations, as well as partial or complete termination/refusal to start/continue business relations. In this case, NS Pay will not be liable for your outstanding or improperly fulfilled obligations.

9. Protection of personal data

a) How is my personal data handled when using NS Pay?

Personal data is processed in accordance with the General Data Protection Regulation and NS Pay's [privacy policy](#).

b) How does NS Pay ensure data security?

Information about customers (identity data, accounts, investments, etc.) and their transactions received by NS Pay when providing financial services under the respective agreement is considered a secret and is protected in accordance with Republic of Lithuania legislation.

According to the Payment Services Agreement, the login data of the customer and/or his representative to the System, other information entered during the authentication of the customer and/or the customer's representative are considered confidential information, therefore the customer undertakes to protect this information, not to create conditions for third parties to find out about it, to inform NS Pay or the platform immediately upon finding out or suspecting that third parties have access to this information or otherwise find out about it.

10. Fraud prevention

a) How to recognize fraud cases?

Most common fraud cases:

Theft of data by sending e-mails - sending fraudulent emails aims to trick a person into revealing confidential information or installing malware on their computer. This is often done by creating a fraudulent website, email or text message. We recommend that you carefully assess the sender's address and the content of the email.

Investment fraud is a term that encompasses a wide range of disinformation used by fraudsters to lure investors into making investment decisions about products that are worthless or don't even exist. In all cases, it is advisable to ask for more information and research the company or product you are considering investing in.

Attempting to use another person's account - when the aim is to gain access to a third person's account and then make unauthorized payments. We encourage you to protect your e-mail, password and do not disclose them to other persons, always check the website address when connecting to the platform.

b) What to do, in case you suspect you are a victim of fraud?

If you suspect that you have been a victim of fraud:

- ✓ immediately inform NS Pay by email info@nspay.it or the Platform about what happened via customer support contacts;
- ✓ contact the police.