



Double Pay App User Guide

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ms & Conditions

Card Transaction Fees

- The card transaction fee is 1.5%.
- (In case of card payment or purchase cancellation, a 1.5% transaction fee will be re-applied, so please be aware.)

Membership Fee & Annual Fee

- The membership application fee is 5,500 HKD.
- The annual fee of 2,700 HKD is charged upon completion of one year of use.

Membership Tiers

- Upon initial registration, members are enrolled as Silver Tier.
- Based on card usage, members can be upgraded to higher tiers, with additional benefits provided to higher-tier members.

Card Usage Limit

- The DoublePay card functions like a debit card and can only be used within the balance deposited.

Deposit Limit

- The monthly deposit limit is 500,000 HKD.
- Exceeding this limit may cause issues, so please take special care.
- Once a deposit is made, it may take up to 30 minutes for the amount to be reflected in the app.

Limit Increase Request

- For inquiries regarding limit increase requests, please contact Double Pay Customer Service

ATM Cash Withdrawal

- Cash withdrawal fee: 1.5% + 25 HKD
- Please note that if the card is used solely for cash withdrawals, usage restrictions may apply.

Card Cancellation & Balance Refund

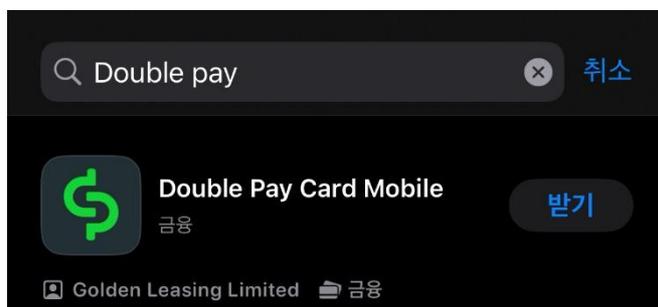
- If you wish to cancel your card, please contact customer service center.
- Balance refunds are only available for amounts of 40,000 HKD or more in USDT, with a 5% fee applied.
- Balances below 40,000 HKD cannot be refunded in USDT and must be withdrawn via ATM, so please take note.

Contact Us

- Click “Contact Us” to contact Double Pay Customer Service for any inquiries
- Click “Whatsapp” will redirect to Whatsapp direct message with CS
- Click “Telegram” to display CS QR code
- Click “Email” to send email to CS
- Click “Customer Service Hotline” to call the CS directly

0. Download the DoublePay App

Once your card has been issued, please install the DoublePay app. You can download the DoublePay app from the App Store and Google Play.



*Precautions Before Use

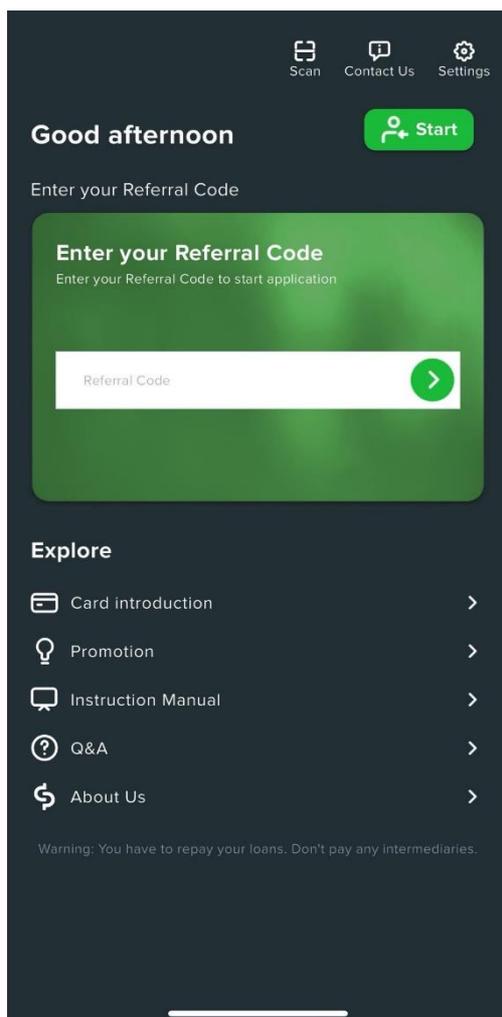
The DoublePay card is a debit card, so you can only use it within the balance you have deposited.

There is a monthly deposit limit. If you exceed this limit when making a deposit, issues may arise. Please be mindful of this.

If you cancel a transaction or request a refund after using the card, the card usage fee will be charged again. Please make your transactions carefully.

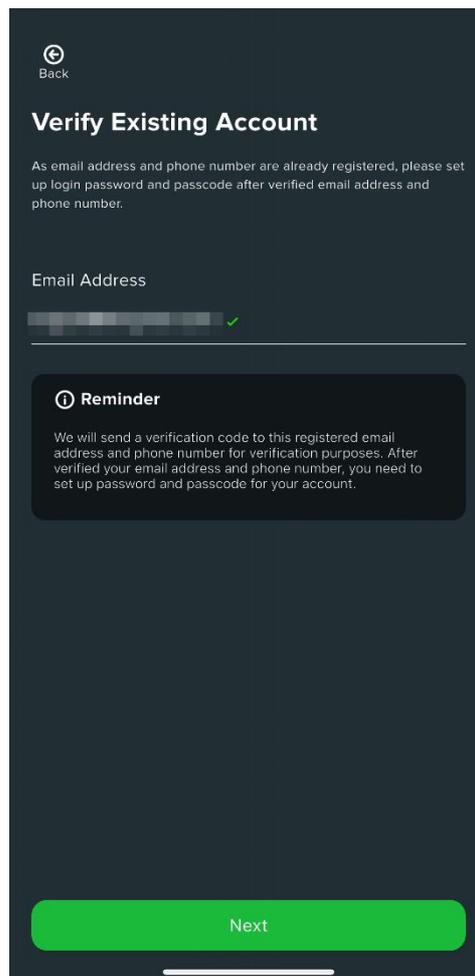
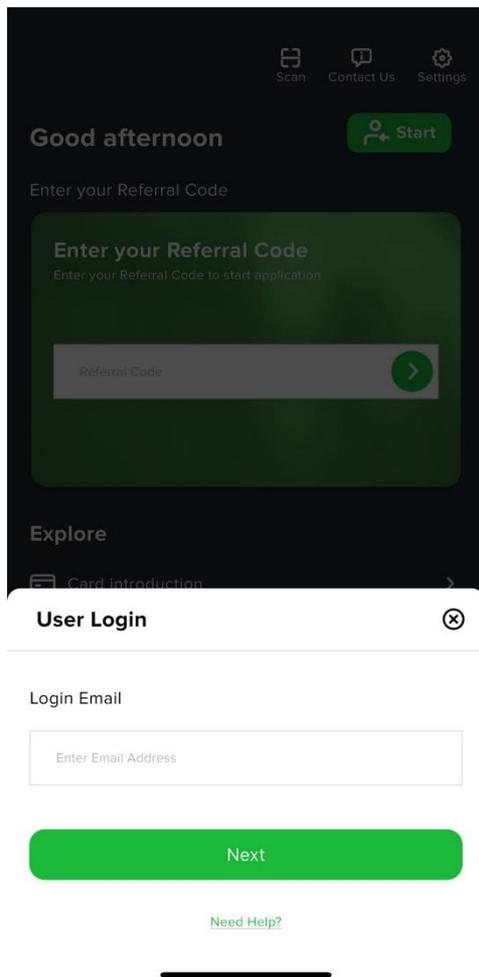
1. Register Your DoublePay Account

Please register your account in the DoublePay app. After completing your card application, your email address and phone number will be pre-registered in the app. You will then need to complete a simple verification process to finalize your account registration.

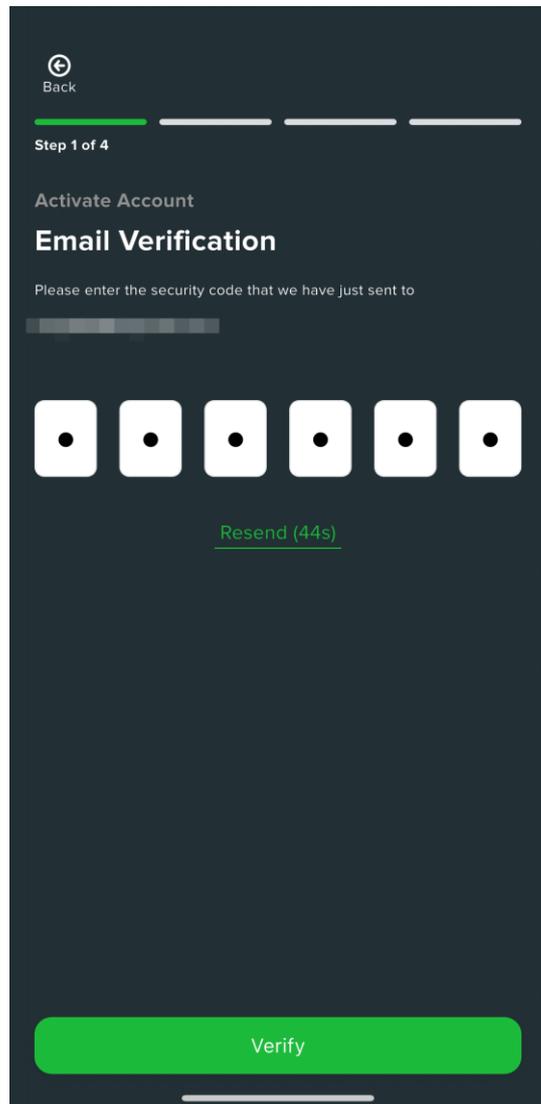
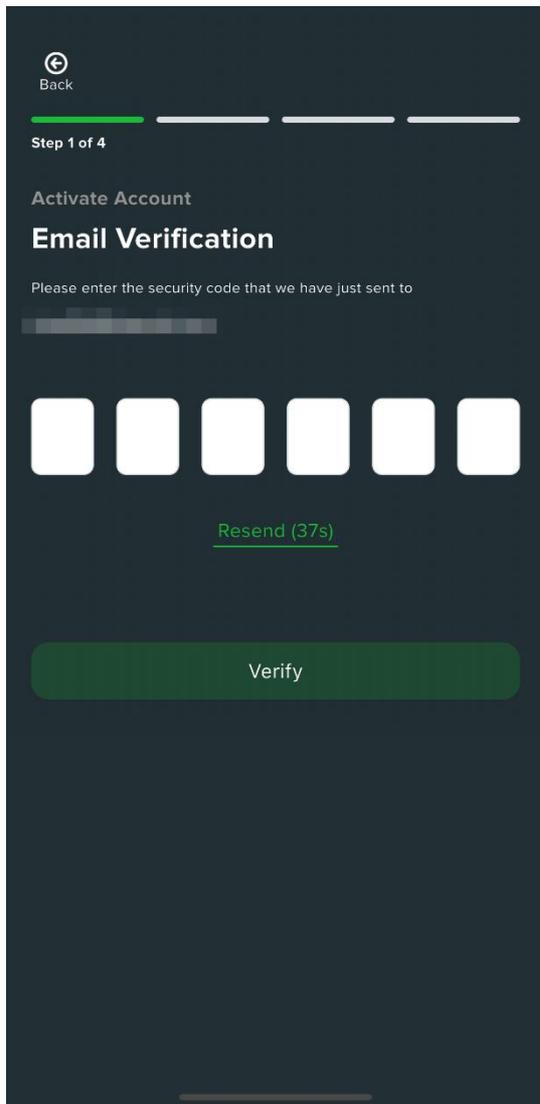


Click the "Start" button on the screen to begin the account registration process.

1.1 Email Verification



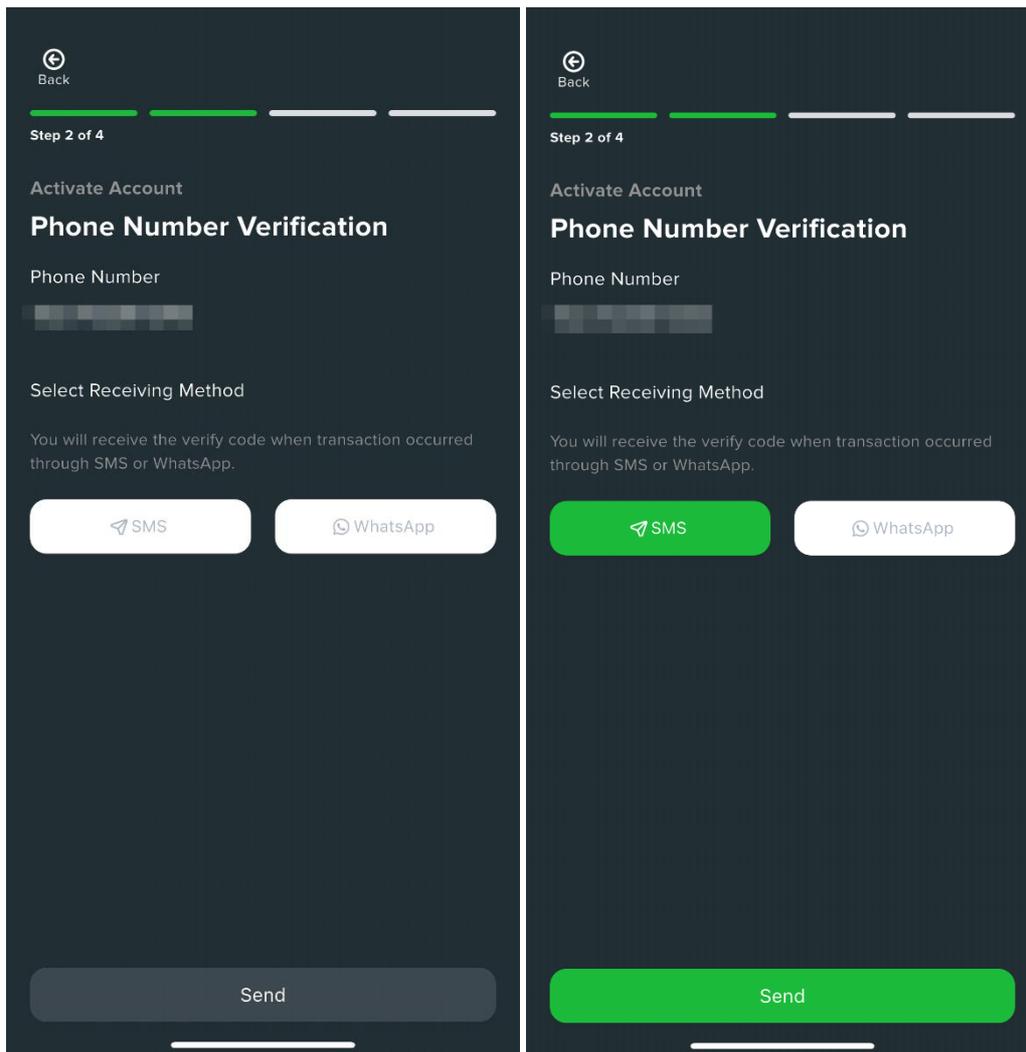
On the login screen, enter your email address and click the "Next" button. You will then see the email verification screen. On the verification screen, enter your email address again and click "Next." A verification code will be sent to the email you provided.



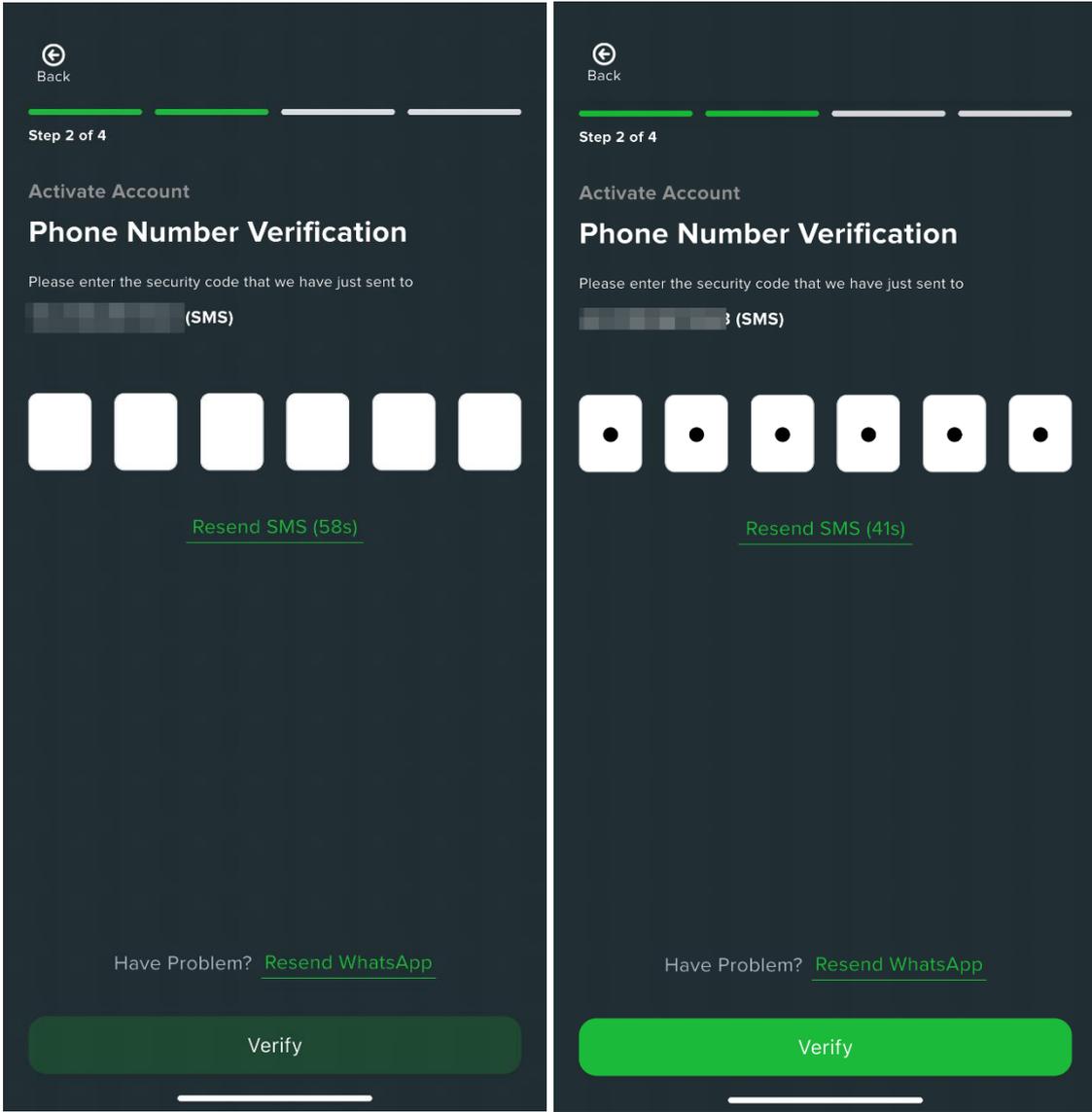
Enter the verification code sent to your email in the DoublePay app, then click the "Verify" button.

If you need to resend the verification code, click the "Resend" button.

1.2 Phone Number Verification



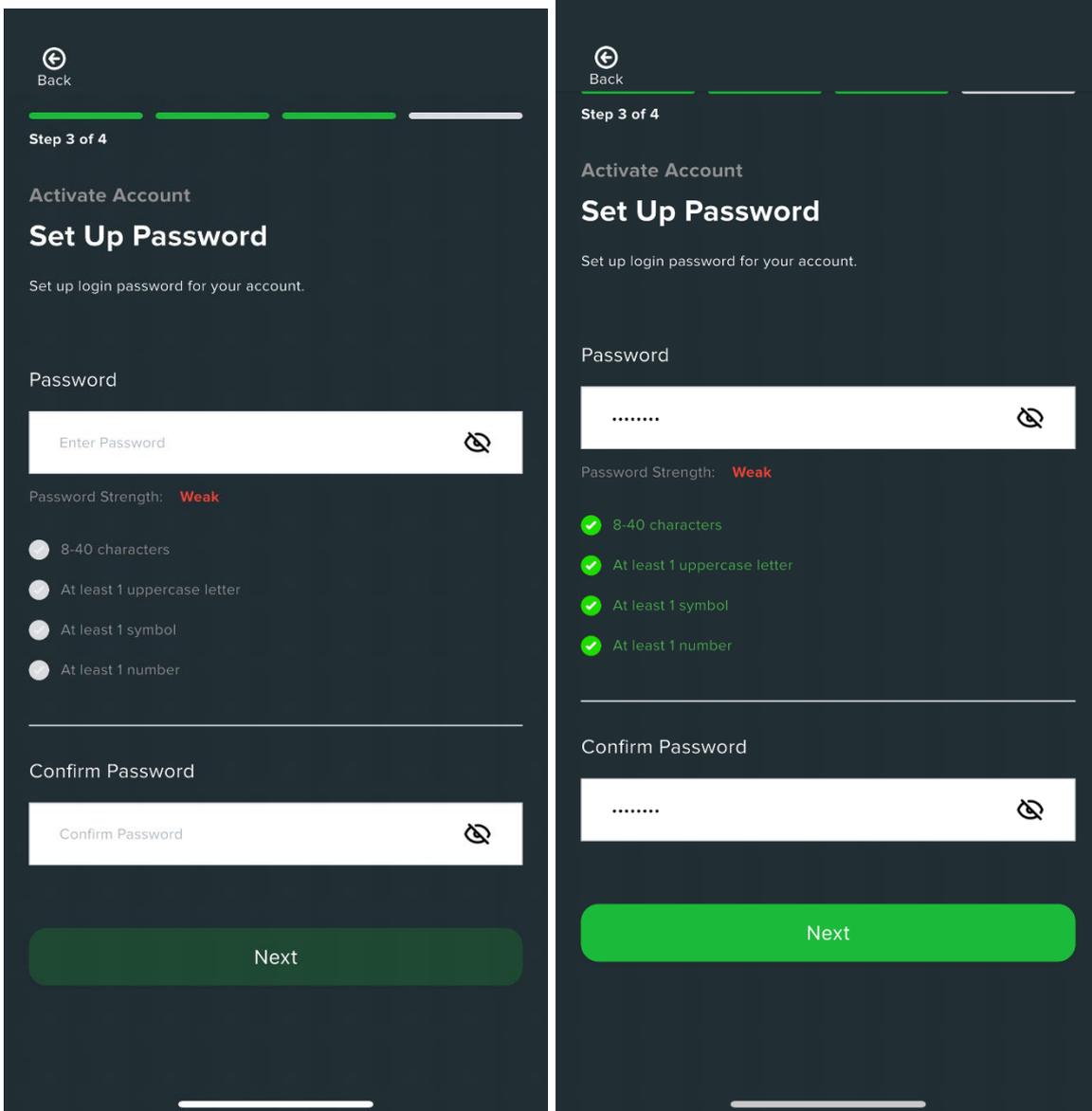
On the phone number verification page, select the method to receive the verification code (**SMS**) and click the "**Send**" button. The verification code will then be sent to your mobile phone.



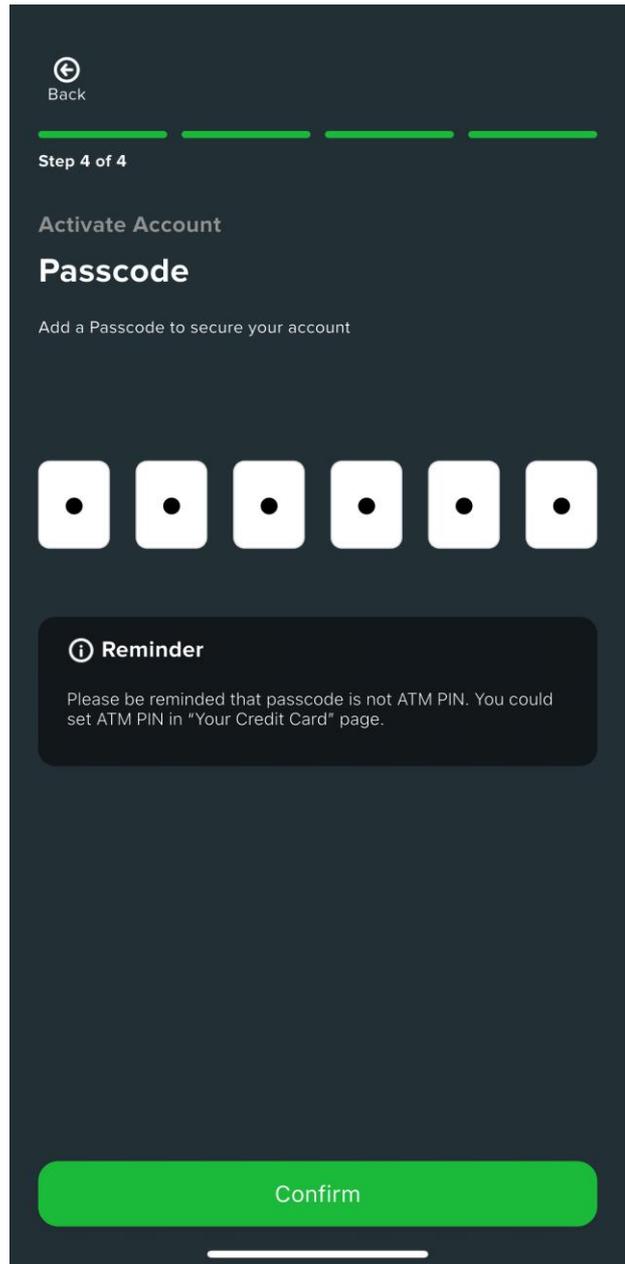
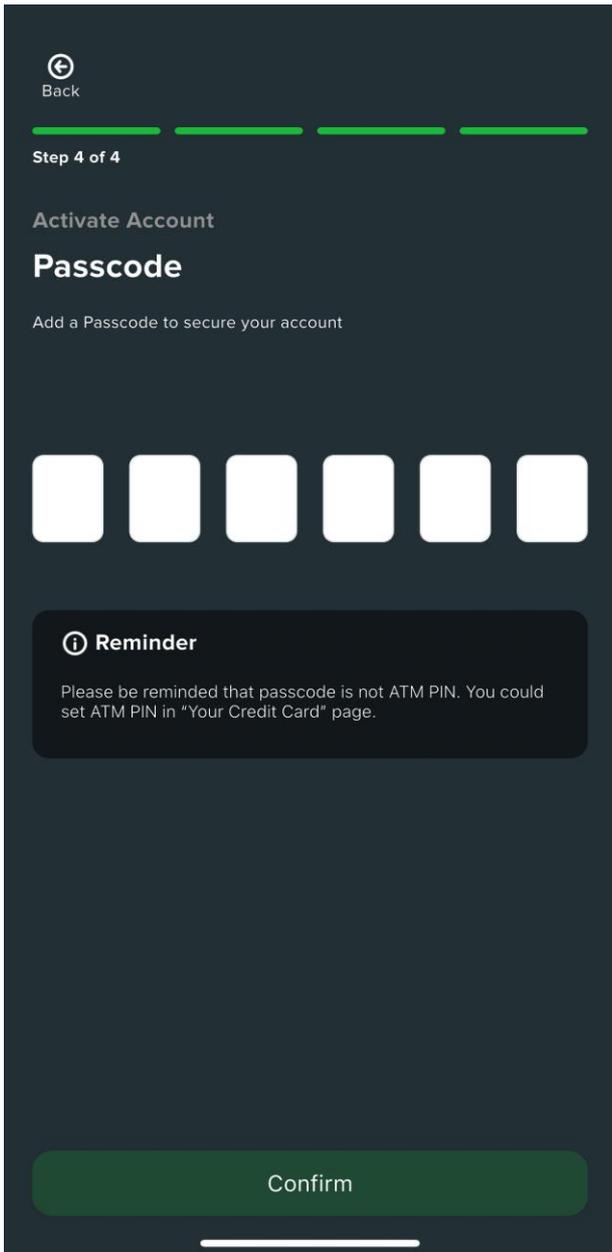
Enter the verification code in the DoublePay app and click the "Verify" button.

1.3 Set Up Password and Passcode

After completing phone number verification, please set up your login password and account passcode. The login password is used along with your email address to log into the app. The account passcode is a 6-digit number used for various authentication processes within the app.



Please enter your login password first, then re-enter it below to confirm. After verification, click 'Next.' The login password must be between 8 and 40 characters long and include at least one uppercase letter, one number, and one special character.



Next, enter the 6-digit passcode you will use and click 'Confirm.'



Back

Account Activated

Your account has been activated.

Email Address

[Redacted] ✓

Phone Number

[Redacted] ✓

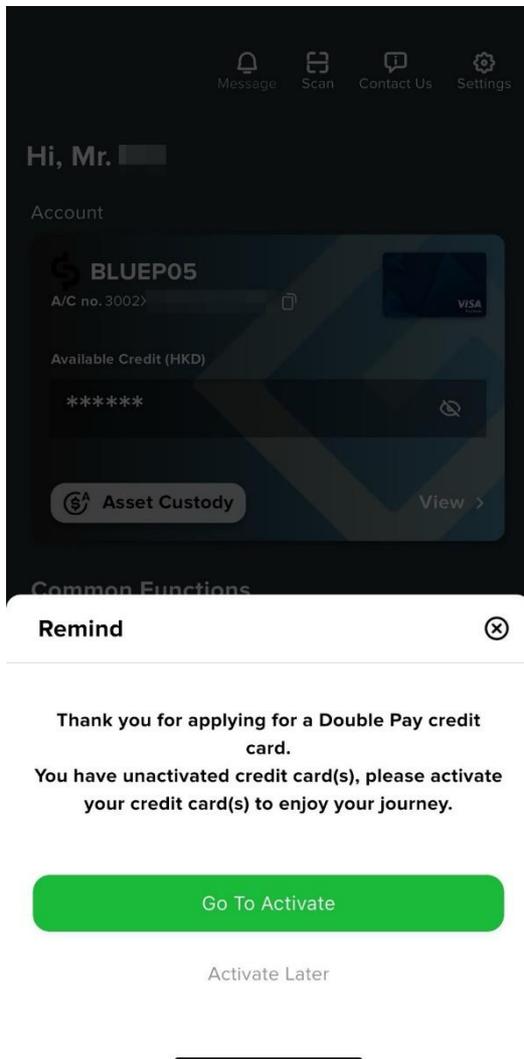
Start using and enjoy your journey in the APP!

Let's Get Started

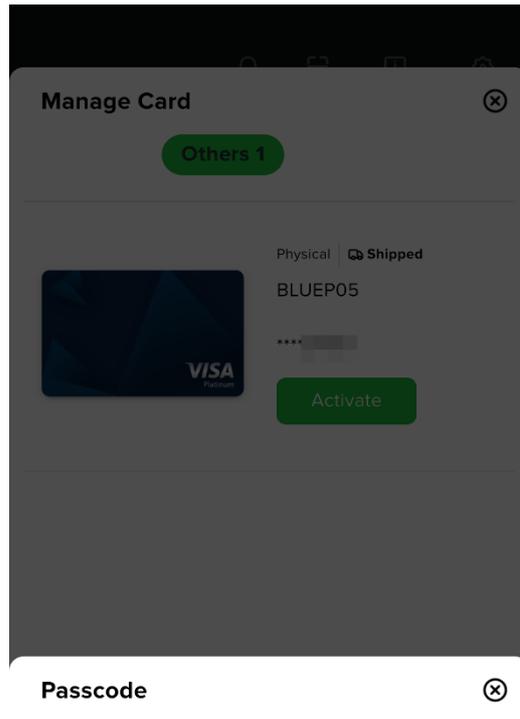
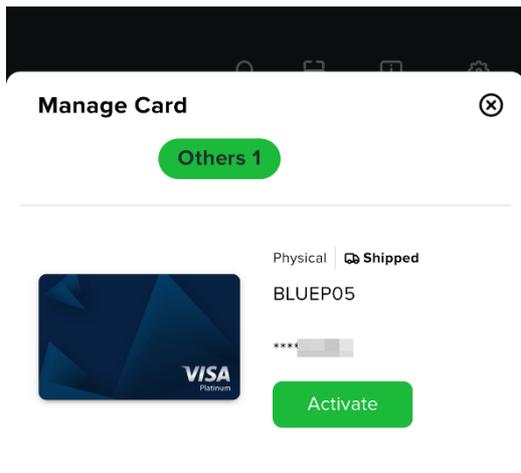
Once the account passcode has been successfully created, a message will confirm that your account registration is complete. Click the 'Let's Get Started' button to begin using the app.

1.4 Card Activation

When you launch the app, a notification popup for card activation will automatically appear. (If there are no inactive cards, the notification popup will not be displayed.)



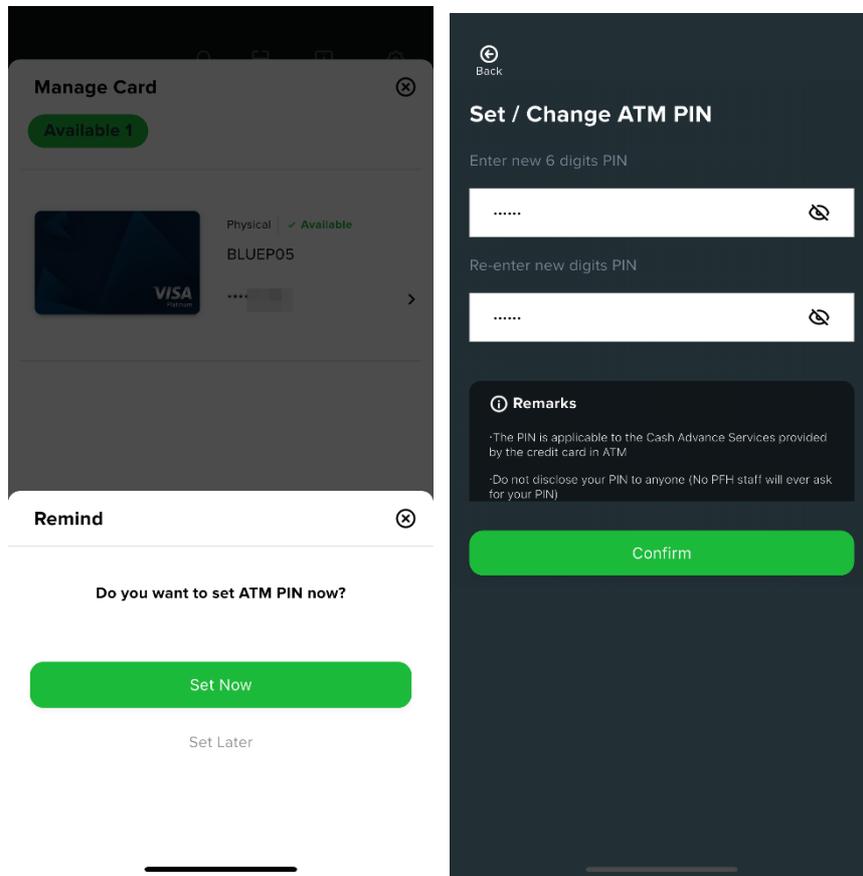
Click 'Go To Activate' to start activating your issued card.



On the next screen, click 'Activate,' then enter your 6-digit account passcode to activate your card.

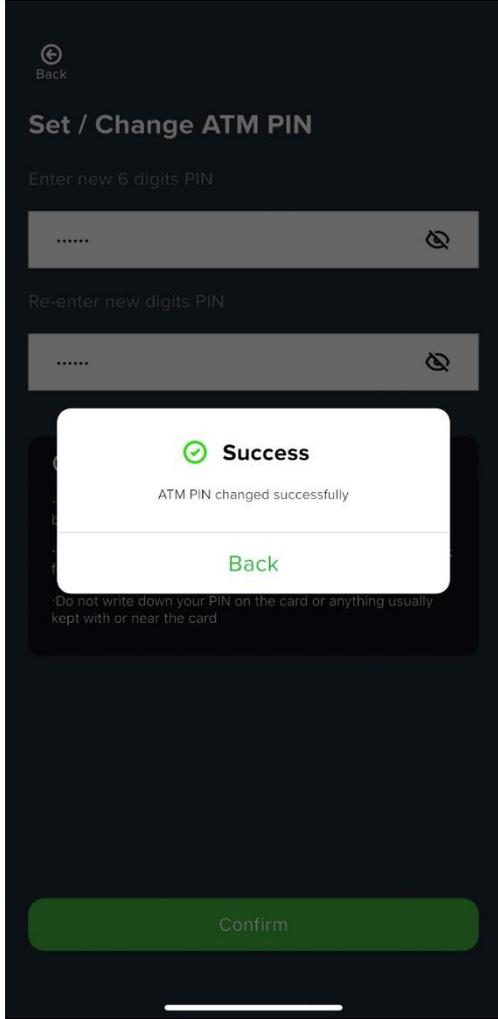
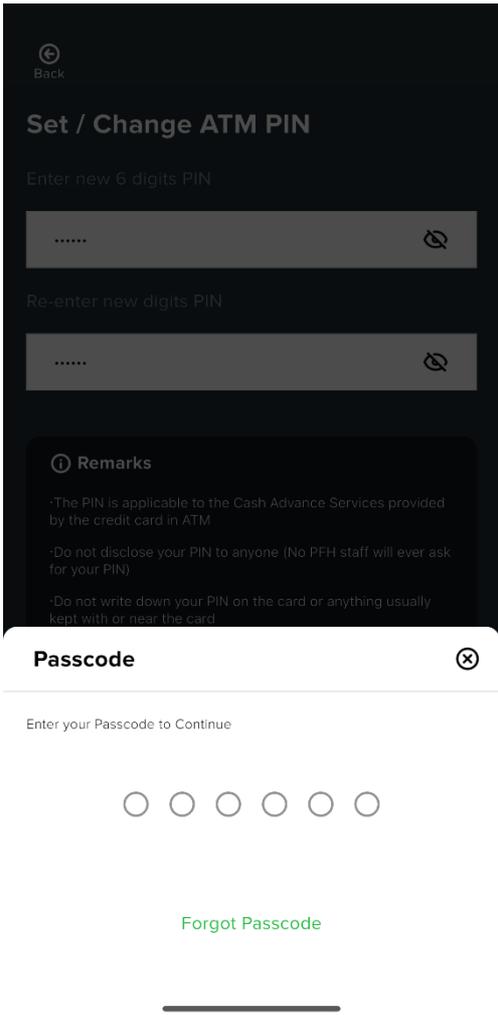
1.5 Set Up ATM Passcode

Once the card is activated, its status will change from 'Shipped' to 'Available,' and a popup message for setting up your ATM passcode will automatically appear.



Click 'Set Now' to begin setting up your ATM passcode.

Enter the 6-digit ATM passcode you will use, then re-enter it below to confirm. After verification, click 'Confirm.'

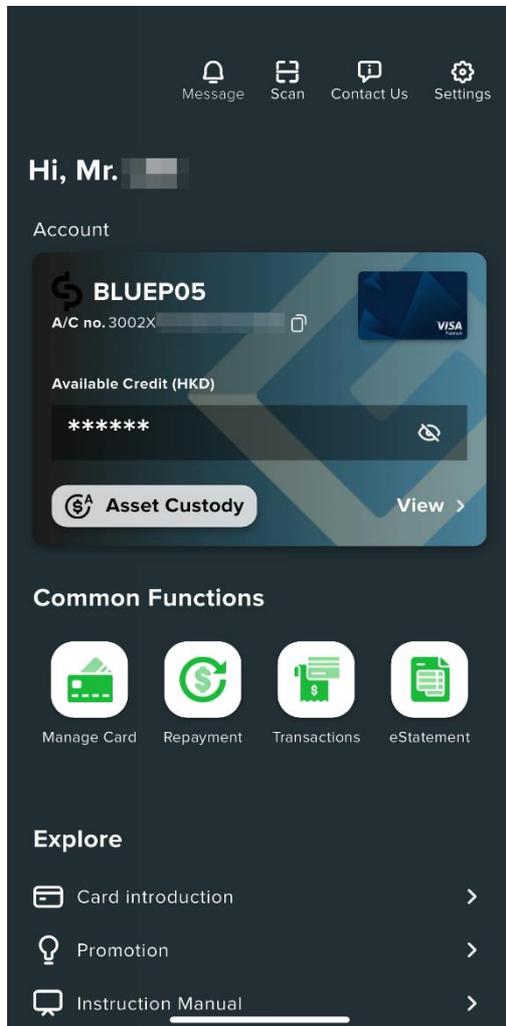


To verify, enter your 6-digit account passcode. Once the ATM passcode is successfully set, a confirmation message will appear. Click 'Back' to complete all setup steps, and you can now start using the app.

2. Main Screen

On the main screen, you can access key card-related features, including asset management, card management, transaction history, My Card, and account settings.

Click the  icon to view your current balance.

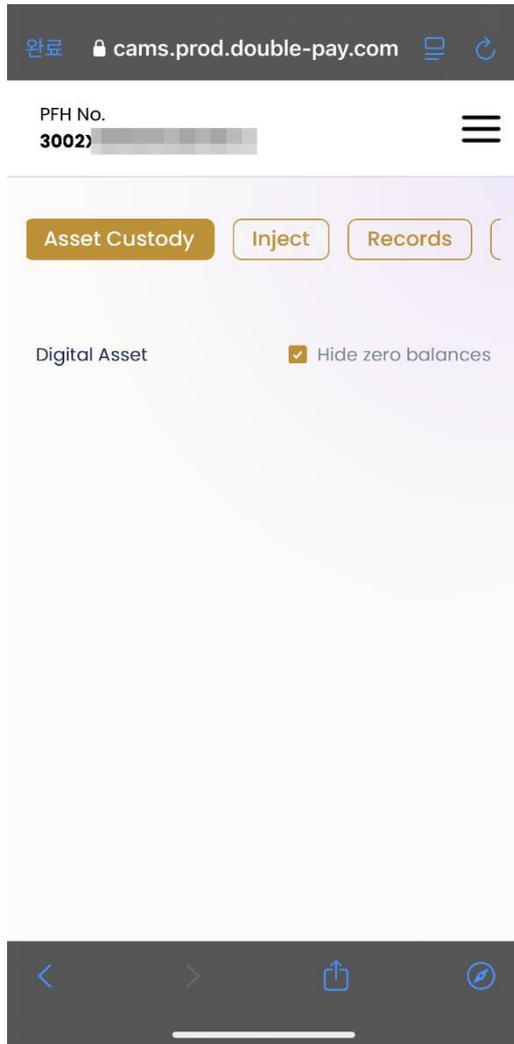


2.1 Asset Custody

Click the 'Asset Custody' button to navigate to the asset management page. On this page, you can check your asset details, make deposits, and view your deposit history.

2.1.1 Asset Custody

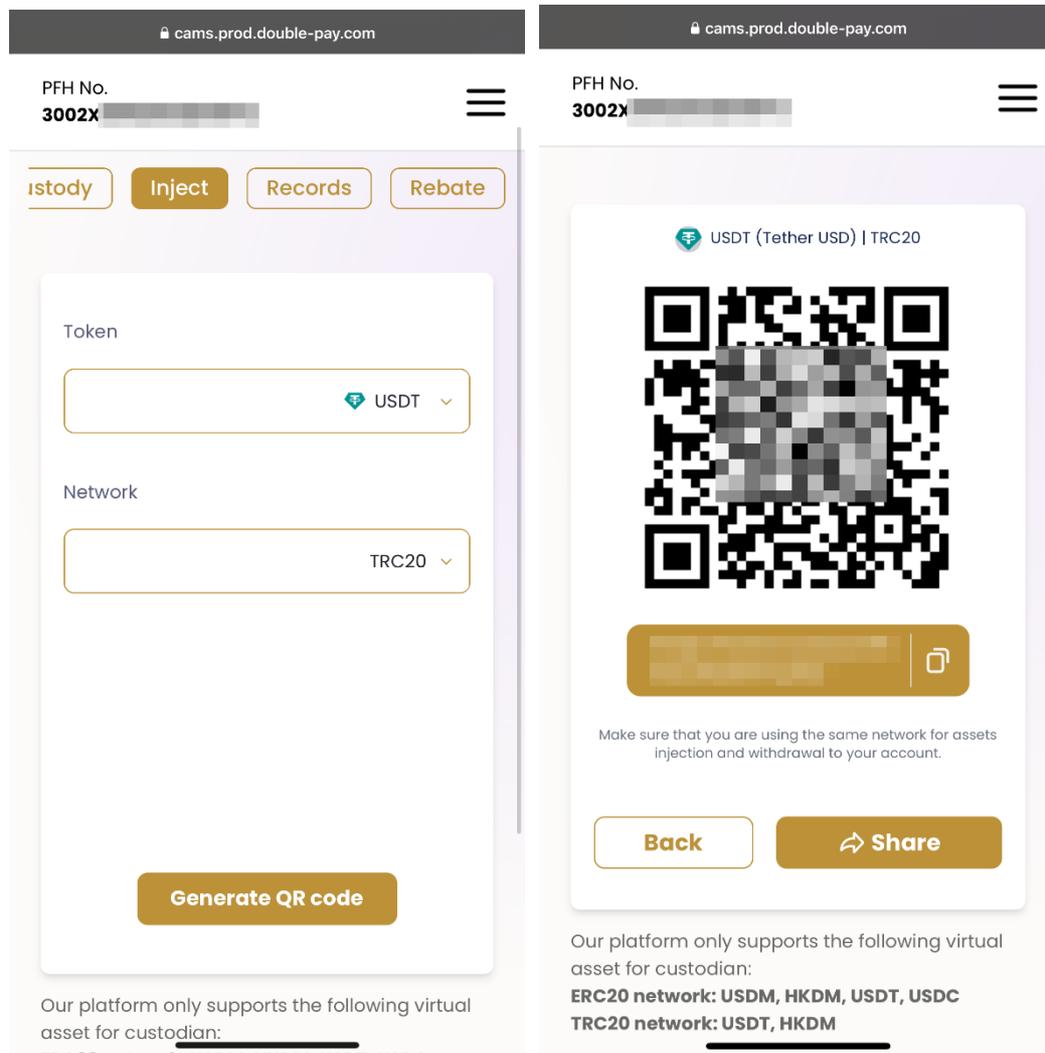
On the 'Asset Custody' page, you can view information about your currently held assets.



2.1.2 Inject

Click the 'Inject' button to start the deposit process.

- Since the DoublePay card is a debit card, you can only use it within the balance you have deposited.
- There is a monthly deposit limit, so exceeding this limit may cause issues. Please be mindful of this.
- Once the deposit is initiated, it may take up to 30 minutes for the amount to be transferred to the app.



On the 'Inject' page, select the token type in the **Token** field and choose the network type in the **Network** field. Then, click the '**Generate QR Code**' button.

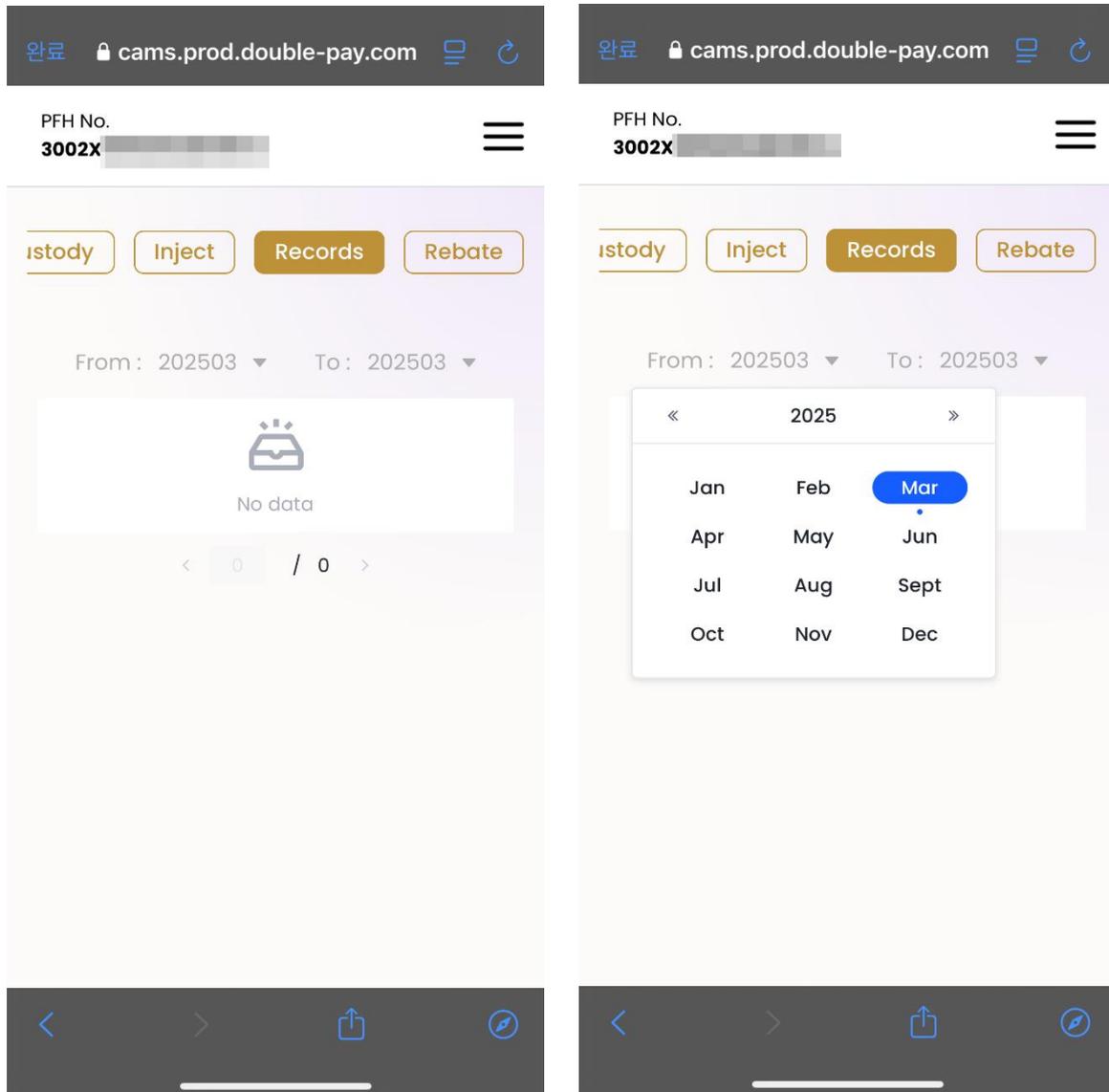
You can use the generated QR code or copy the wallet address displayed below to complete your deposit.

Note: DoublePay supports asset management only for the following cryptocurrencies:

- **ERC20:** USDT, HKDM, USDM, USDC
- **TRC20:** USDT, HKDM

2.1.3 Records

On the 'Records' page, you can check your deposit history. All deposit transactions will be displayed on this page.



Click the date dropdown to select your desired date.

2.2 Manage Card

Click the **'Manage Card'** button at the bottom of the main screen (2. Main Screen) or the **'View'** button to navigate to the card management page.

On this page, you can check your available balance and view the types of cards you own.

Home A/C no. 3002 Functions

BLUEP05

Available Credit (HKD) \$ 0.00

Credit limit : \$ 0.00

0
▼
0

Basic Credit Extra Credit

Available Balance	\$ 0.00
Statement Due	\$ 0.00
Minimum Payment	\$ 0.00
Last Statement Date	-
Payment Due Date	-

Physical ✓ Available

BLUEP05

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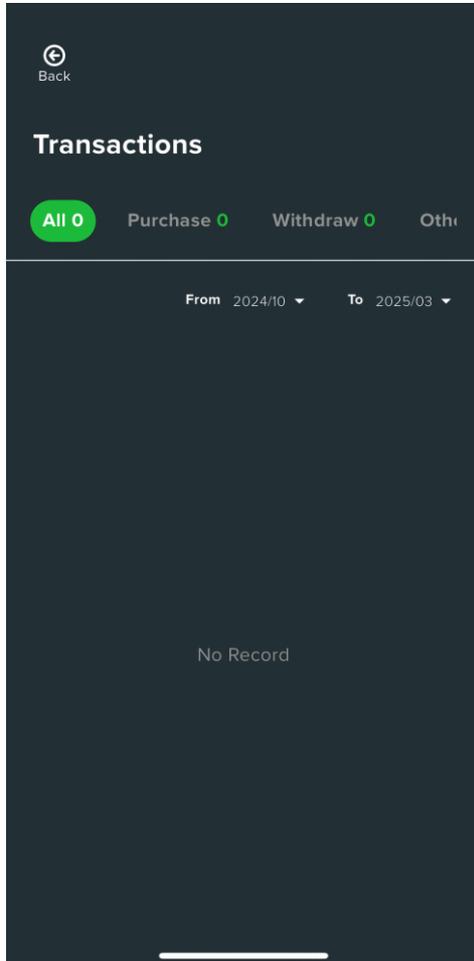
Contact Us >

Terms & Conditions >

To access the **'Your Credit Card'** menu, click the card number displayed next to the card image (e.g., ****0000).

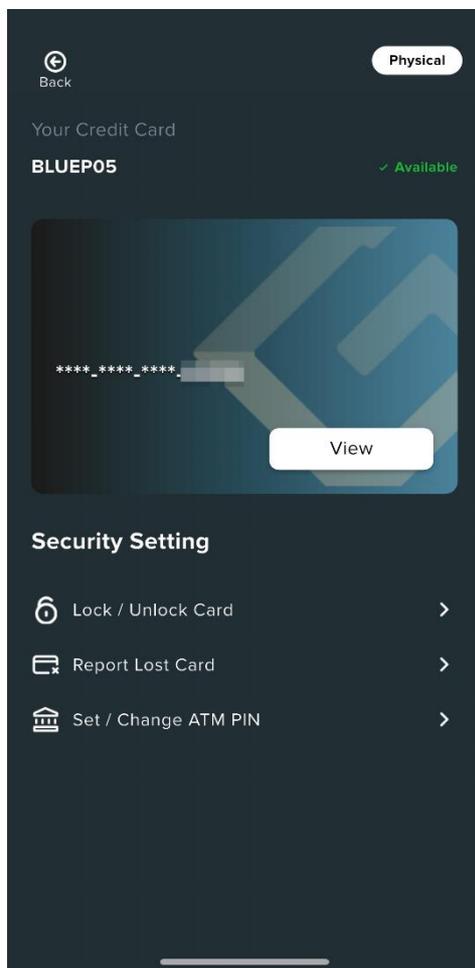
2.3 Transactions

On the Card Transaction History page, you can view your transactions categorized into All, Card Payments, Cash Withdrawals, and Others. You can also sort transactions by your preferred date range.



2.4 Your Credit Card

On the My Card screen, you can view your card number, expiration date, and CVV (Card Verification Value, a 3-digit code). You can also access features such as locking/unlocking your card, reporting a lost card, and changing your ATM passcode.



Click **'View'** and enter your account passcode to check the **card number, expiration date, and CVV** (Card Verification Value, a 3-digit code) for the selected card.

At the bottom of the screen, under **Security Settings**, you can access features such as **locking/unlocking your card, reporting a lost card, and changing your ATM passcode.**

2.5 Security Settings

2.5.1 Lock/Unlock Card

If your card is lost or stolen, you can lock it to protect your financial information and assets. Click the **'Lock/Unlock Card'** button to lock your card.

(Note: If your card remains locked for more than 60 days, it will be considered lost and automatically canceled.)

If you lose your card, report it immediately to protect your assets. Once the issue is resolved, you can unlock your card by clicking the **'Lock/Unlock Card'** button and confirming the action.

2.5.2 Report Lost Card

If your card is lost, select **'Report Lost Card'**, enter the required card details, and click **'Confirm'** to complete the report.

2.5.3 Set/Change ATM PIN

Click **'Set/Change ATM PIN'** to go to the ATM passcode settings page. Enter your new 6-digit ATM passcode, re-enter it for confirmation, and click **'Confirm'**.

2.6 Account Settings

Click **'Settings'** in the top right corner of the main screen to access the account settings page.

On this page, you can:

- View your registered **email address and phone number**
- **Log out** of the app
- **Change your login password and account passcode**

2.6.1 Advanced Settings

In Advanced Settings, you can reset your user data on the current device. Click **'Reset User Login'** to remove all stored account-related data.

Customer Support

Telegram: