

FAQ-Get Started

1. What do I need to create a MaskEX Wallet?

- To create a MaskEX Wallet, the user needs:
- to be 18 years old or older,
- not to be a citizen of a nation blacklisted by the FATF, for example Iran, Myanmar, and North Korea,
- to have either an Email address or a Mobile phone number.

2. I'm having trouble downloading MaskEX App on iOS devices (iPhone and iPad). What is the solution?

To download the MaskEX App on your iOS devices, please follow the steps below:

- [Update your iOS devices](#) to the 16.0 version.
- [Change the region of your iOS device](#) to another region where MaskEX is available.
- You should not have any Apple subscription.
- Your Payment method should appear as <None>.

3. I'm having trouble downloading MaskEX App on my Android device. What is the solution?

- Please download the APK version from maskex.com or click [here](#) to find the APK link.
- Change the setting of your device allowing installation from unknown source.

4. What to do if I did not receive my OTP Code by Email?

- We advise that users bind a Gmail while creating a MaskEX Account. However, if you're not able to receive your OTP code by email, below are the solutions:
- Verify the other inboxes of your Email (Promotions, Spam, etc...) and click on the <Send Code> button to verify again.

If the challenge persists, you can contact the user support team at support@maskex.com.

5. What to do if I did not receive my OTP Code by SMS?

We advise that users bind a Gmail instead of Mobile phone numbers while creating a MaskEX Account. However, if you're not able to receive your OTP code by SMS, below are the solutions:

- Please make sure that your network coverage is working properly.
- Click on the <Send Code> Button and verify again.

If the challenge persists, you can contact the user support team, support@maskex.com

6. I lost my phone. How can I reset my Google Authenticator?

- Reach out to the user support team at support@maskex.com, and they will reset your Google Authenticator and provide you with the new Google key.
- To enable Google Authenticator for your MaskEX account, follow the instructions from the [How to Enable \(Bind\) Google Authenticator](#) article.

If you have any queries, we invite you to chat with Masky on our website or to send an email to the User Support Team at support@maskex.com.

MaskEX | User Support Team

FAQ-Know Your Customer(KYC)

1. What is KYC?

KYC (“Know your customer”) is a requirement set by Regulatory Authorities for financial entities like MaskEX. As MaskEX, our main focus is on combating Money Laundering and Terrorist Financing (AML/CFT). It is our responsibility to ensure effective risk control and mitigation, aiming to optimize our handling of AML/CFT concerns.

We do not allow users from FATF Blacklist from onboarding onto our Platform – Iran, Myanmar, North Korea. Our top priority is user security, upheld by following industry standards and KYC procedures. To achieve this, we've partnered with Sumsb for our KYC Verification.



2. How many levels of KYC do you have?

We have a total of three levels of KYC as follows:

- **KYC Level 1** – *It is the Basic Verification Level where we require your Identification document.*
- **KYC Level 2** – *It is the Primary Verification Level where we need to identify you. We will therefore require a video selfie to confirm your identity.*
- **KYC Level 3** – *It is an Advanced Verification Level where we will require your Billing Address.*

3. What are the benefits of performing KYC at MaskEX?

Once you perform your KYC Verification at MaskEX, you will be able to Deposit and Withdraw Funds with daily limits as follows:

- KYC Level 1 – up to *100 BTC Daily*
- KYC Level 2 – up to *500 BTC Daily*
- KYC Level 3 – up to *1000 BTC Daily*

4. What are the requirements for KYC Level 1?

KYC Level 1 consists of your identification process.

During this process, you are required to submit an identification document.

Below is the list of supported documents for KYC Level 1 on the MaskEX platform:

- Passport
- Government-Issued Photo-based Identity Card (National Identity Card, NIN, Voters' Card, etc...)
- Residence Permit
- Drivers' License

5. Why is my ID being rejected during KYC Level 1?

There are several reasons that may cause a rejection of your identification document during KYC Level 1. Here is a list of the most recurrent reasons:

1. Poor picture quality: *The picture of the document should be clear and readable*
2. Damaged document: *The document should be in good condition*
3. One of the below information is missing in your document:
 - Full name
 - Picture
 - Date of birth
 - Expiration date
1. Your country is not supported - *For example, Iran, Myanmar, and North Korea*
2. The language of your document is not supported - *Supported languages are English, Arabic, and Chinese*
3. Duplicated accounts: *Users are only allowed to register for one account on MaskEX*
4. Underage - *User needs to be 18 years old or older*

6. What are the requirements for KYC Level 2?

- KYC Level 2 involves confirming your actual identity. During this process, you will undergo audio and visual identification.

7. Why is my KYC Level 2 being rejected?

Below are the common reasons for rejection:

- Bad Video quality - *The video quality should be clear, the environment around it should be quiet and well-lit.*
- Bad Audio quality - *The audio quality should be clear.*
- No permission - *Allow the MaskEX App to access the microphone and camera of your device.*
- Failure to comply with instructions - *Follow all instructions, including movement and voice.*

8. What are the requirements for KYC Level 3?

KYC Level 3 requires confirming your proof of address. During this process, you need to provide a document that verifies your address. Below is the list of supported documents for KYC Level 3 on the MaskEX platform:

- *Bank Statements (not older than 3 months)*
- *Utility Bills for gas, Electricity, Water, Internet, etc. linked to the property. (not older than 3 months)*
- *Letters from a recognized public authority or public servant/any government-issued correspondence;*
- *Current lease agreement with signatures of the landlord and the tenant;*
- *Credit card statement;*
- *House purchase deed*

9. Why is my KYC Level 3 being rejected?

Below are the potential reasons for rejection:

- Wrong Document: *Ensure the correct document is provided.*
- Few examples of documents which are not accepted:
 - Screenshots, Scanned or Photocopied Documents
 - a. *Medical bills*
 - b. *Receipts for purchases*
 - c. *Insurance Statements*
 - d. *Pay slip or Employment Certificate*

Note:

- 1. Make sure that any document provided contains your full name (same as in your Identification document submitted during your KYC Level 1 process), full address and is not older than 3 months.*
- 2. Make sure to capture the entire document in the photo. Pictures with partial documents will not be accepted.*
3. Make sure that the document is readable, clean and neat.

If you encounter any challenges with your KYC Process, we invite you to chat with Masky on our website or to send an email to the User Support Team at support@maskex.com.

You can also contact the KYC Team directly at kyc@maskex.com.