



## Frequently Asked Questions (FAQ)

1. What is cwallet?
  - Is a Fintech Startup, born and raised in Doha Qatar. It provides financial services to low-income and high volume customers as well as customers and establishments that prefer cashless transactions.
2. What are the services of cwallet?
  - a. Payment
  - b. Payroll (Coming soon.)
  - c. Remittance (Coming soon.)
3. What is a Payment Feature?
  - This feature allows cwallet users to buy and pay to cwallet partners
4. What is a cwallet user?
  - Individuals that have downloaded the cwallet users app.
5. What is cwallet partner?
  - Affiliated companies that have downloaded the cwallet partners app and allowing users to buy and pay products and services to their online and offline platforms.
6. How fast will it take for the money to be transferred?
  - Money is transferred instantly depending on internet speed.
7. How much is the transaction fee for users?
  - There's Zero transaction fee to download, register and pay using cwallet credits.
8. How can I top up (Add money) to my cwallet user account?
  - a. Users can buy scratch cards and input the secret number.
  - b. Users can buy online through <https://vouchers.cwallet.qa/>
  - c. Users can perform Peer to Peer Transfer
9. What is Peer to Peer Transfer
  - It's the ability to transfer money between cwallet users
10. Where is cwallet's office located?
  - 5th Floor Al Nasser Tower B, Corniche Road Doha Qatar
11. How to contact cwallet?
  - Email: [support@cwallet.qa](mailto:support@cwallet.qa)
12. How to monitor cwallet's regular activities and promotion?
  - Individuals can visit the website and follow cwallet's social media channels.