



## Here are 50 FAQs and answers for 0360 Wallet:

### 1. What is 0360 Wallet?

0360 Wallet is a digital wallet that allows users to send, receive, and manage money within the 0360 ecosystem with low transaction fees and monthly charges.

### 2. How do I sign up for 0360 Wallet?

Download the 0360 Wallet app or website, complete the registration form, and verify your account by submitting your ID and a selfie for KYC purposes.

### 3. Is there a fee to create an 0360 Wallet?

No, creating an 0360 Wallet is free.

### 4. How do I verify my 0360 Wallet account?

Complete the KYC process by submitting a picture of your ID and a selfie directly in the app.

### 5. Are there monthly fees for using 0360 Wallet?

No, there are no monthly fees to use 0360 Wallet.

### 6. Can I send money to a bank account from my 0360 Wallet?

Yes, you can send money to any bank account directly from your 0360 Wallet.

### 7. How much does it cost to send money using 0360 Wallet?

Sending money within the 0360 ecosystem costs just a fraction of traditional bank fees.

### 8. How long does it take for a transaction to process?

Wallet-to-wallet transfers are instant, while transfers to bank accounts are processed within 15 minutes.

### 9. Can I pay for goods and services using 0360 Wallet?

Yes, you can pay for goods and services at merchants that accept 0360 Wallet.

### 10. Is 0360 Wallet secure?

Yes, 0360 Wallet uses advanced encryption to ensure your transactions and personal data are secure.



### **11. How do I deposit money into my 0360 Wallet?**

You can deposit funds via bank transfer or through selected retail stores that support 0360 Wallet deposits.

### **12. Can I withdraw money from my 0360 Wallet?**

Yes, you can withdraw funds from your 0360 Wallet to any bank account.

### **13. Is there a minimum amount required for transactions?**

No, there is no minimum amount required for transactions in 0360 Wallet.

### **14. How do I check my balance in 0360 Wallet?**

Simply open the 0360 Wallet app, and your balance will be displayed on the home screen.

### **15. What currencies does 0360 Wallet support?**

0360 Wallet supports eZar, which is a stablecoin backed by the South African Rand (ZAR), and select cryptocurrencies like Bitcoin.

### **16. Can I convert my eZar to other currencies in the app?**

Yes, you can convert eZar to eUSD, Bitcoin, or other supported currencies.

### **17. What is eZar?**

eZar is a stablecoin pegged to the South African Rand, ensuring R1 = 1 eZar.

### **18. Does 0360 Wallet support cryptocurrencies?**

Yes, you can hold, send, and receive select cryptocurrencies like Bitcoin and Ethereum.

### **19. How do I switch between eZar and other currencies in 0360 Wallet?**

In the app, you can switch between currencies by selecting the currency you want to use.

### **20. Is 0360 Wallet regulated?**

Yes, 0360 Wallet operates within financial regulations and is committed to user security and transparency.

### **21. Can I link multiple bank accounts to my 0360 Wallet?**

Yes, you can link multiple bank accounts to your 0360 Wallet.



## **22. What happens if I lose my phone?**

You can recover your 0360 Wallet by reinstalling the app and logging in with your credentials on a new device.

## **23. How do I reset my 0360 Wallet password?**

You can reset your password through the app by selecting “Forgot Password” on the login screen.

## **24. Can I send money internationally using 0360 Wallet?**

At the moment, 0360 Wallet focuses on domestic transfers within South Africa, but international transfers will be added soon.

## **25. Can I use 0360 Wallet without a smartphone?**

Yes, you need access to internet to use 0360 Wallet.

## **26. Is there a transaction limit in 0360 Wallet?**

Yes, transaction limits are based on your KYC level. Level 1 users have a daily limit, which increases as you complete higher levels of verification.

## **27. What is the KYC process?**

KYC (Know Your Customer) is a verification process that requires users to submit their ID and a selfie for identity confirmation.

## **28. Can I send money to someone who doesn't have 0360 Wallet?**

Yes, the recipient will receive instructions on how to download and register for 0360 Wallet to claim the funds.

## **29. How does 0360 Wallet compare to traditional banks?**

0360 Wallet offers faster, low-cost transactions without the typical fees associated with traditional banks.

## **30. Can I receive payments from other people using 0360 Wallet?**

Yes, you can receive payments directly into your 0360 Wallet from other users.

## **31. How do I invite friends to use 0360 Wallet?**

You can invite friends by sharing your referral link through the app, and they can download and register.



**32. Does 0360 Wallet offer customer support?**

Yes, customer support is available via the app or our official support channels.

**33. What is the 0360 ecosystem?**

The 0360 ecosystem includes merchants, products, services, and payment solutions, all interconnected through 0360 Wallet.

**34. Can I use 0360 Wallet to pay bills?**

Yes, you can pay certain bills directly within the 0360 Wallet app.

**35. Is there an age requirement to use 0360 Wallet?**

Yes, you must be at least 18 years old to use 0360 Wallet.

**36. Can I use 0360 Wallet for business transactions?**

Yes, 0360 Wallet supports both personal and business transactions.

**37. Does 0360 Wallet offer loyalty programs?**

Yes, 0360 Wallet includes a loyalty program where users can earn rewards for transactions within the ecosystem.

**38. How can I track my transaction history?**

You can view your transaction history in the app under the "History" section.

**39. Are my funds insured in 0360 Wallet?**

While 0360 Wallet offers security features, funds are not insured like traditional bank accounts.

**40. Can I set up recurring payments in 0360 Wallet?**

Yes, you can set up recurring payments for bills and services in the app.

**41. What happens if my KYC is rejected?**

If your KYC is rejected, you will receive feedback on the issue, and you can re-submit the required documents.

**42. Can I use 0360 Wallet for online shopping?**

Yes, you can use 0360 Wallet to shop online with merchants that accept it.



**43. How do I cancel a transaction in 0360 Wallet?**

Once a transaction is processed, it cannot be canceled. Ensure details are correct before sending.

**44. Does 0360 Wallet support QR code payments?**

Yes, you can make payments using QR codes where available.

**45. Can I use 0360 Wallet in physical stores?**

Yes, many physical stores within the 0360 ecosystem accept 0360 Wallet for payments.

**46. How do I update my personal details in 0360 Wallet?**

You can update your details in the app settings.

**47. Is 0360 Wallet available on both Android and iOS?**

Yes, 0360 Wallet is available for download on both Android and iOS devices.

**48. What should I do if I encounter a bug in the app?**

Report any bugs or issues through the in-app support feature or contact customer support.

**49. Can I schedule future payments in 0360 Wallet?**

Yes, you can schedule payments for future dates within the app.

**50. How do I close my 0360 Wallet account?**

Contact customer support to request account closure, and any remaining funds will be transferred to your linked bank account