

Safe-Voucher Ltd

Trading as Neosurf

KYC Level Policy v2.1 December 2023

“Safe-Voucher”, “the company”, “we”, “us” or “our”, refers to Safe-Voucher Ltd. Safe-Voucher Ltd is issued by Moorwand Ltd, serving customers across the United Kingdom. Moorwand Ltd, registered in England and Wales under company registration number 08491211, is authorised and regulated by the Financial Conduct Authority as an Electronic Money Institution (FRN 900709)”

In order to comply with e-money regulations, when processing deposits over a certain amount, and all refunds, Safe-Voucher are required to obtain specific information (“KYC” Know Your Customer) from Customers, including:

- Full Name
- Date of Birth
- Full Postal Address
- Email Address
- Government Issued ID
- And/or any other personally identifiable information

Information we gather is subject to our Privacy Policy, and will not be shared with other parties without your explicit approval.

The deposit limits are presented in Sterling, and any other currency will be calculated at the exchange rate valid at the date of transaction.

Safe-Voucher reserves the right to modify or round these limits at any time, depending on exchange rate fluctuations or the appreciation of Safe-Voucher.

Basic Account

Requirements: Full Name, Email Address, Country, Date of Birth

Deposit Limits:

Basic Account	Card or Voucher	Wire Transfer	Total Deposit
Daily	£100	£150	£150

Safe-Voucher Ltd – KYC Level Policy v2.1 – December 2023

Safe-Voucher Ltd, c/o Amack Ltd, Third Floor, Goldvale House 27-41 Church Street West Woking GU21 6DH

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Monthly	£150	£150	£150
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Premium Account

1st month

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	£1,000	£3,000	£3,000
Monthly	£3,000	£10,000	£10,000

Premium Account

After at least 1 deposit in previous month

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	£2,000	£3,000	£3,000
Monthly	£5,000	£10,000	£10,000

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Premium Account

*After at least 1 deposit per consecutive,
or non-consecutive previous month, during 3 months*

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	£3,000	£5,000	£5,000
Monthly	£10,000	£15,000	£15,000

Premium Account

*After at least 1 further deposit per consecutive,
or non-consecutive previous month, during 6 months*

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	£10,000	£10,000	£10,000
Monthly	£30,000	£30,000	£30,000

...Subject to internal security checks, the increasing of deposit limits will be applied. However, should a transaction fail an internal security check, Safe-Voucher reserves the right to cancel the increase of deposit limits.